Cisco Support Assistant Extension User Guide

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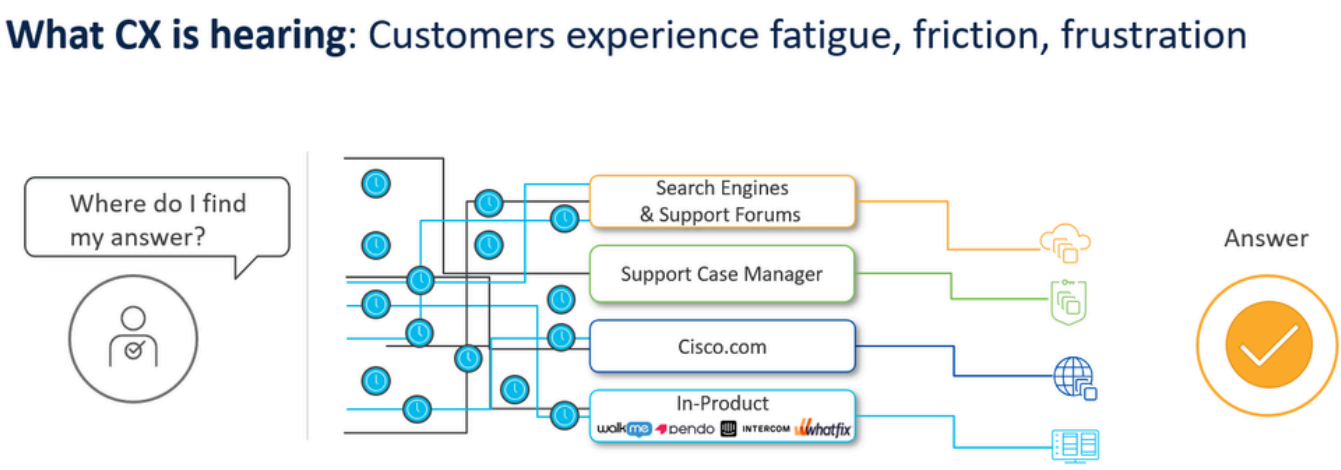
Introduction

This document describes the Cisco Support Assistant(CSA) Extension, what the extension is about, how to install it, and how Cisco customers can get support closer to their Cisco products and portals instantly.

What is the Cisco Support Assistant(CSA) Extension?

Cisco Support Assistant(CSA) Extension is the first Cisco Secure Development Lifecycle(CSDL) approved extension publically available in the Chrome store. CSA Extension aims to bring Cisco Support closer to the Cisco product and portals and extend Cisco Technical Assistance Center (TAC) Intellectual Capital directly inside the Cisco product portals to create a frictionless self-support experience for our customers.

Why do we need a Cisco Support Assistant(CSA) Extension?



Cisco TAC wants to engage our customers where they are, with what they have deployed, and deliver all of our artificial and human intelligence to improve the customer experience with all of our products.

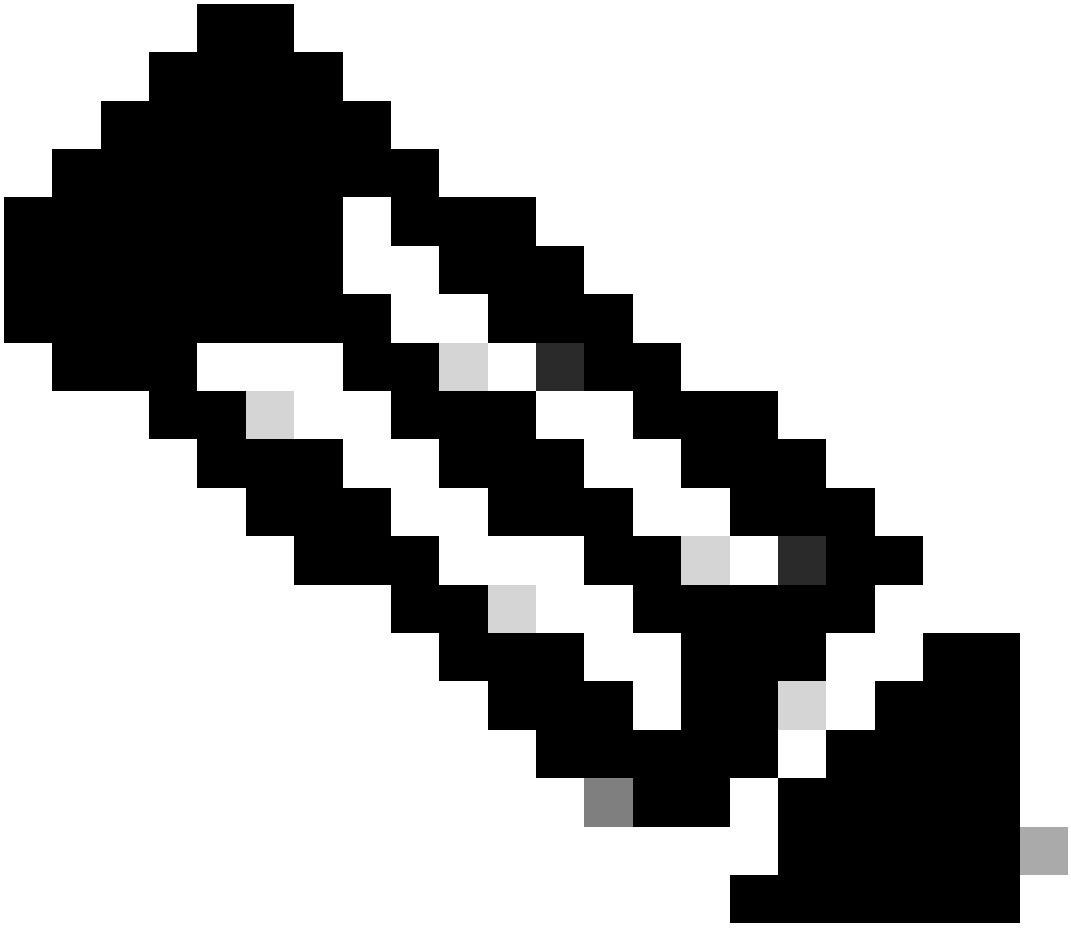
At Cisco TAC, we realize that customers experience friction when answers to solutions are spread apart (search engines, support case manager, guided workflows, cisco.com articles, field notices, in-product Digital Adoption Platforms like WalkMe, Pendo, etc). Surgically inserting the relevant Intellectual capital where it matters, when it matters when the user is navigating through specific sections of the product portal, is one of the core problems Cisco Support Assistant(CSA) Extension tries to address.

Most importantly, the Cisco Support Assistant(CSA) Extension brings support closer to Cisco product portals. When signed in via cisco.com authentication, CSA Extension dynamically understands the context of a supported Cisco Product Portal and brings the ability to upload a file directly to a Service Request(SR) or open a case directly from the product by cross-launching with all relevant files and entitlement parameters to Cisco Support Case Manager(SCM). Case opening and file upload to SR has never been easier and better yet, no upgrades are required in your product to realize this feature. CSA Extension is all about instant serviceability in the product.

How do I download the Cisco Support Assistant(CSA) Extension?

Direct Link:*Chrome Web Store Direct Link*

Click on the direct link for the extension and tap on ‘Add to Chrome.’ A popup will appear asking for confirmation. Tap ‘Add Extension,’ and the extension will be added to Chrome. The Extension can be managed via “chrome://extensions/” or the extension tab beside the search bar.



Note:

1. The Google Chrome browser is officially recommended and supported.
2. We have also tested this to work fine on the Microsoft Edge browser.
3. The extension is unlisted in the Chrome Web Store. This is for security reasons so the customers who install the extension always read the Cisco product documentation and cross-launch from there.

Supported Cisco Products:

The Cisco Support Assistant(CSA) Extension supports the following products:

1. Cisco Catalyst 9800 Series Wireless LAN Controllers

2. Cisco Secure Firewall (formerly Next Gen Firewall NGFW)

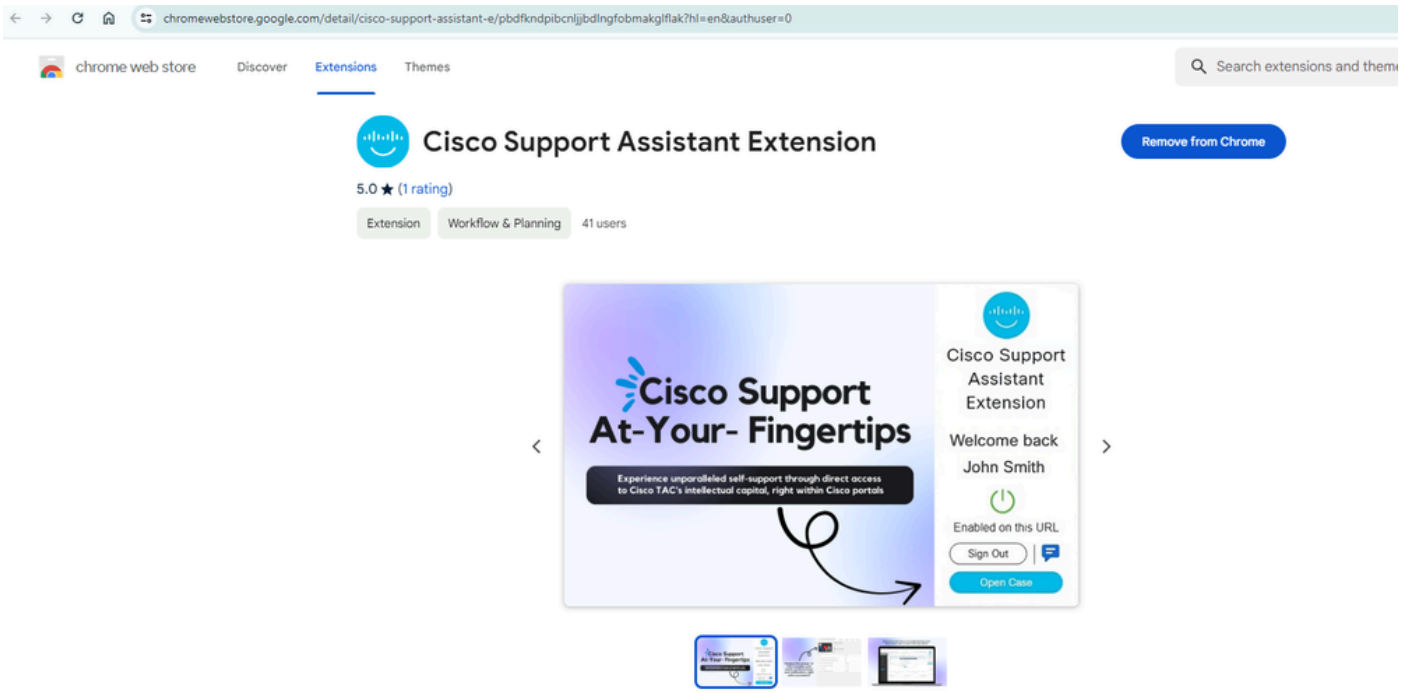
3. Cisco.com Field Notices

How do I install the Cisco Support Assistant(CSA) Extension?

There are multiple ways to install the Cisco support assistant extension into your Chrome browser, including going to the Chrome Web Store or using a direct link provided in the user guide.

Please use this link if the above-embedded video does not work.

The installation process is simple, requiring you to click "add to your Chrome browser" and then confirm the addition of the extension. Once installed, the extension will be hidden by default, but you can pin it to your browser for easier access. The extension only operates on supported pages, recognizing and supporting specific products. It will prompt users to activate it when on a supported page. Activating the extension allows users to sign in with their Cisco.com credentials and access features like case opening and customized product support.

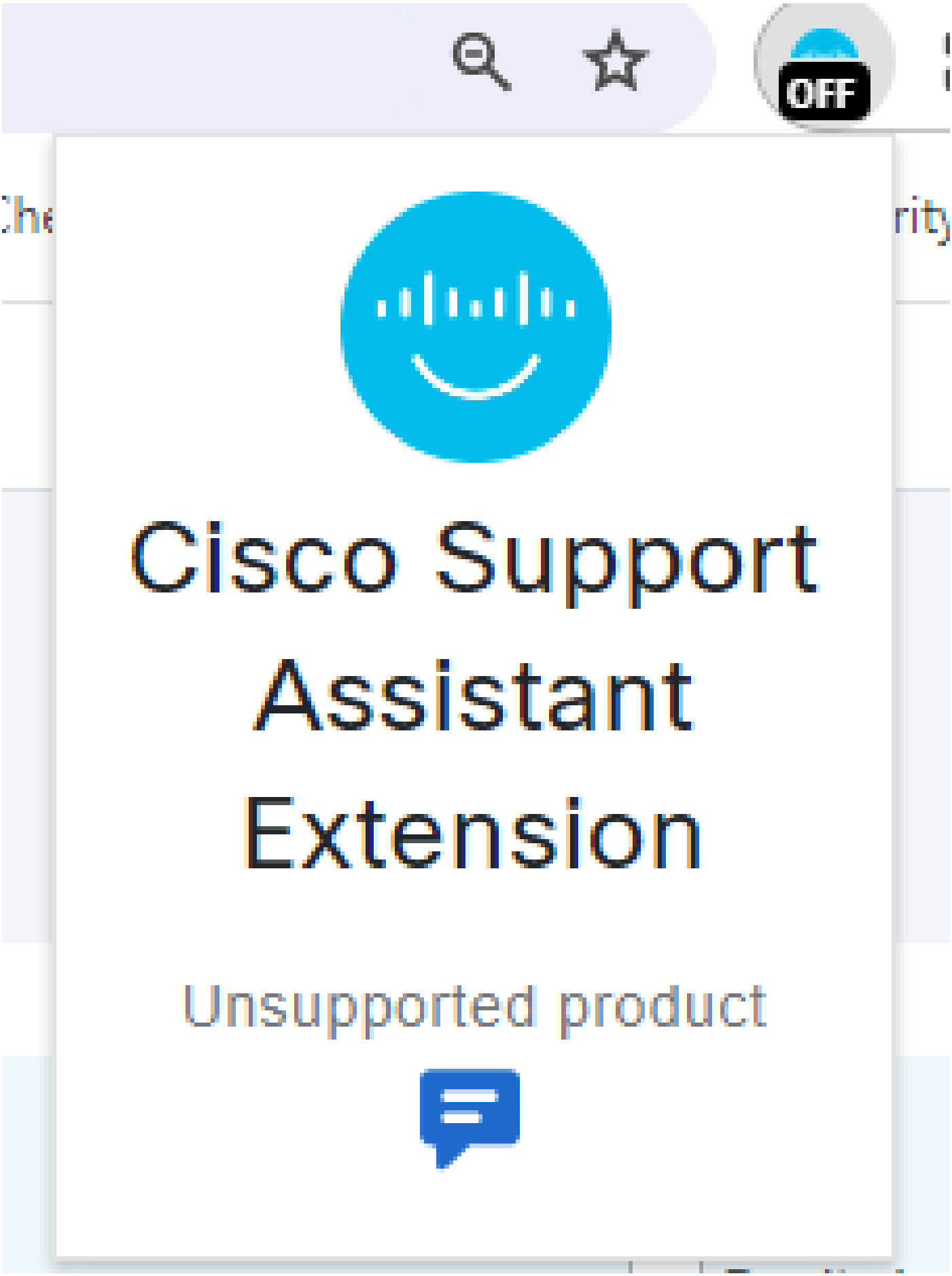


How to use the Cisco Support Assistant Extension(CSA) Extension?

Once the Cisco Support Assistant(CSA) Extension is installed on the Chrome browser, navigating through supported product pages or portals will show this pop-up to indicate the applicability of the Cisco Support Assistant(CSA) Extension experience.

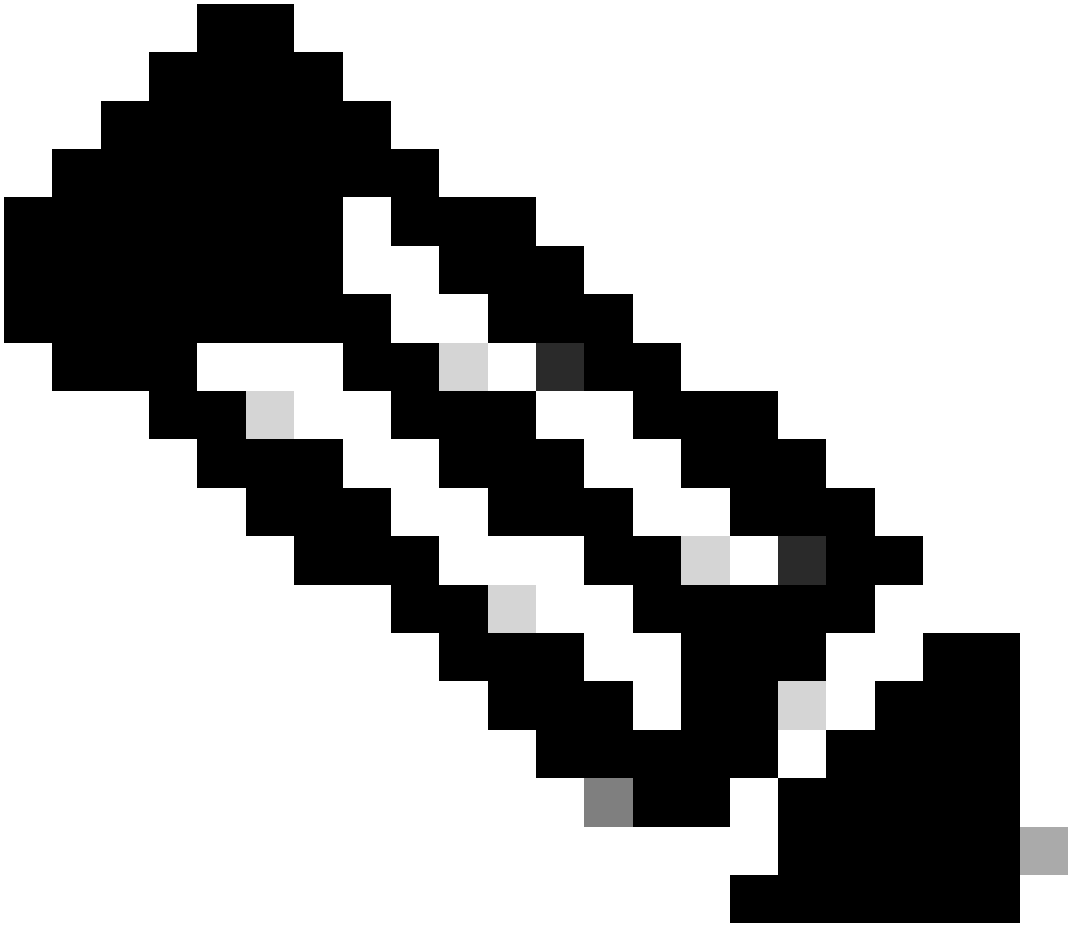


The Cisco Support Assistant(CSA) Extension extension when product/portal is not supported:



If the product on the current webpage does not align with the Cisco Support Assistant(CSA) Extension compatibility criteria, the extension will promptly display a clear and concise message such as “Unsupported

Product,”. This informs the user that the detected page does not meet the necessary guidelines for assistance or configuration through the extension. Doing so eliminates any confusion and lets the user quickly understand the extension's capabilities, ensuring a straightforward and efficient user experience. Moreover, the extension may offer additional resources or direct users to relevant Cisco support channels for further assistance with unsupported products.

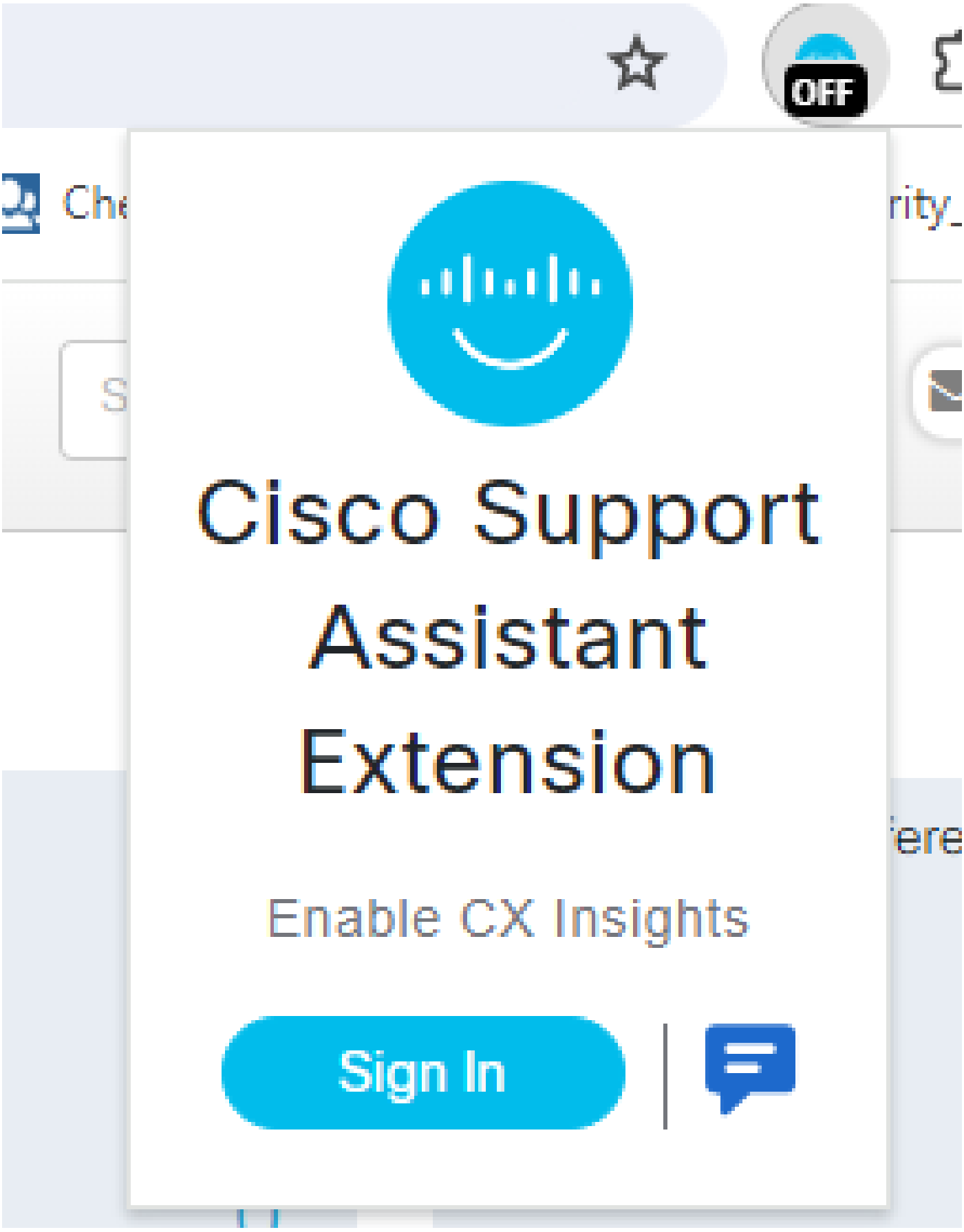


Note:

1. On the "Unsupported Product" pages the Cisco Support Assistant(CSA) Extension will not extract any information and will leave the web page unmodified.

2. CSA Extension(or Embed) is tested to work for product UIs in English language. CSA features on Local language is best effort integration and may not operate on certain pages. For optimal CSA experience, please use English language.

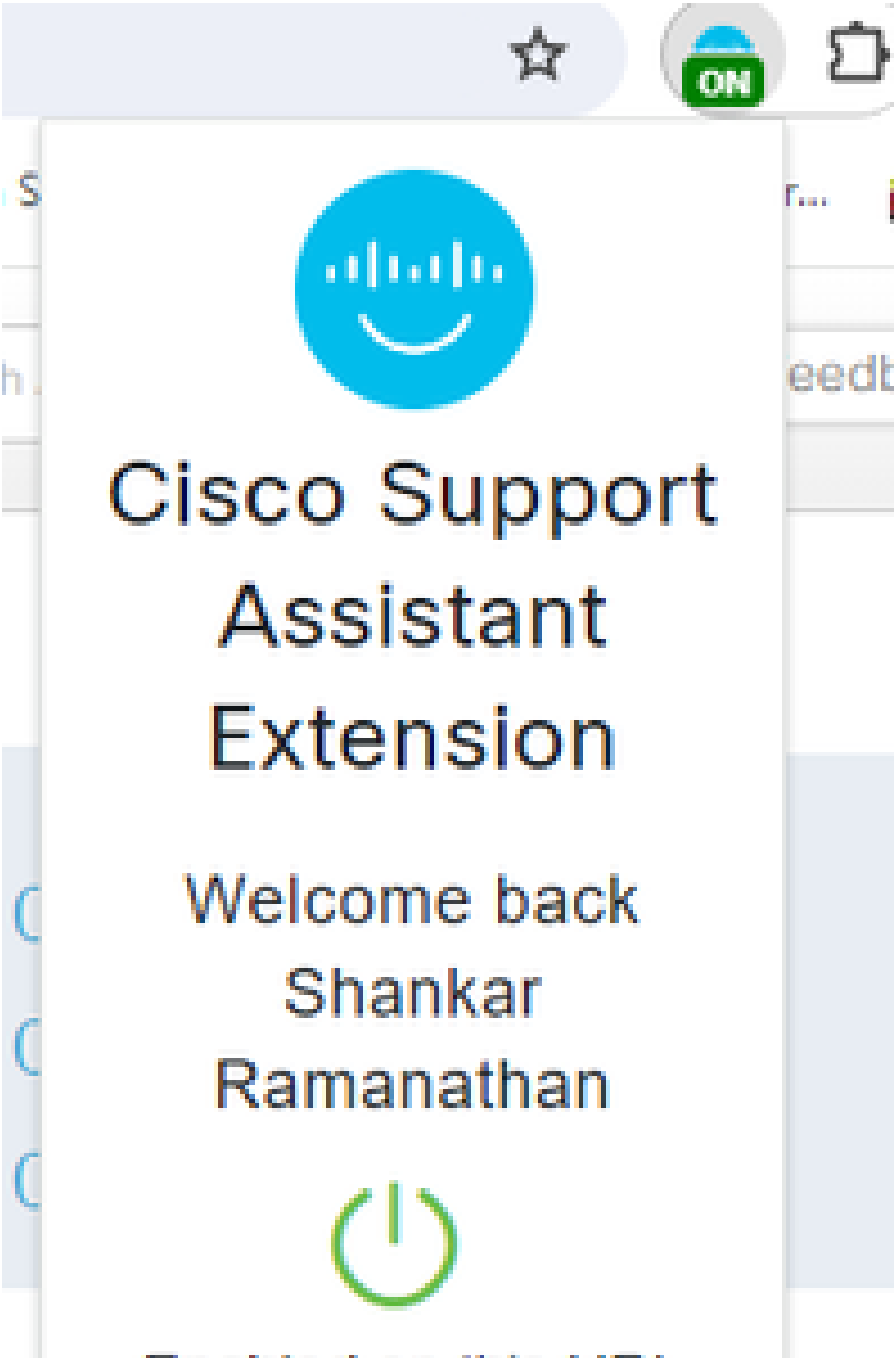
Cisco Support Assistant(CSA) Extension extension when product/portal is supported and the user is not logged in:



Upon the Cisco Support Assistant Extension's (CSA Extension) successful identification of a supported product, it will display a prominently placed "Sign In" button, which facilitates a seamless login process. By integrating with Duo Single Sign-On (SSO), the extension offers you a secure and efficient way to access your account without the need for multiple login credentials.

This feature is especially beneficial for users who frequently switch between different Cisco products and services, as it maintains a consistent and hassle-free authentication experience.

Cisco Support Assistant(CSA) Extension extension when the product/portal is supported and the user is logged in:


ON
Cisco Support Assistant Extension
Welcome back Shankar Ramanathan