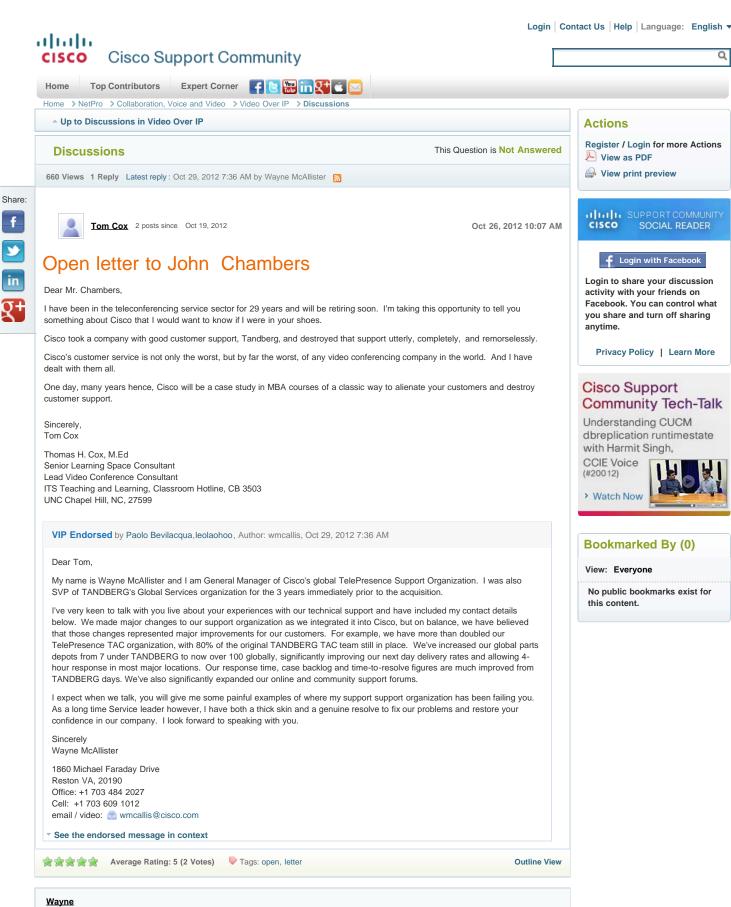
f



## **Actions**

Register / Login for more Actions View as PDF

Q

View print preview

ILLIII SUPPORT COMMUNITY SOCIAL READER

f Login with Facebook

Login to share your discussion activity with your friends on Facebook. You can control what you share and turn off sharing anytime.

Privacy Policy | Learn More

## Cisco Support Community Tech-Talk

Understanding CUCM dbreplication runtimestate with Harmit Singh,

**CCIE Voice** (#20012)

> Watch Now

## Bookmarked By (0)

View: Everyone

No public bookmarks exist for this content.

**McAllister** 

Oct 29, 2012 7:36 AM (in response to Tom Cox)

Dear Tom,

1 posts since Oct 29, 2012

My name is Wayne McAllister and I am General Manager of Cisco's global TelePresence Support Organization. I was also SVP of TANDBERG's Global Services organization for the 3 years immediately

I've very keen to talk with you live about your experiences with our technical support and have included my contact details below. We made major changes to our support organization as we integrated it into Cisco, but on balance, we have believed that those changes represented major improvements for our customers. For example, we have more than doubled our TelePresence TAC organization, with 80% of the original TANDBERG TAC team still in place. We've increased our global parts depots from 7 under TANDBERG to now over 100 globally, significantly improving our next day delivery rates and allowing 4-hour response in most major locations. Our response time, case backlog and time-to-resolve figures are much improved from TANDBERG days. We've also significantly expanded our online and community support forums.

I expect when we talk, you will give me some painful examples of where my support support organization has been failing you. As a long time Service leader however, I have both a thick skin and a genuine resolve to fix our problems and restore your confidence in our company. I look forward to speaking with you.

Sincerely Wayne McAllister

1860 Michael Faraday Drive Reston VA, 20190 Office: +1 703 484 2027 Cell: +1 703 609 1012

email / video: mwcallis@cisco.com



🌟 🌟 🌟 🌟 Average Rating: 5 (2 Votes)

A Report Abuse

Postings may contain unverified user-created content and change frequently. The content is provided as-is and is not warrantied by Cisco.

© 1992- 2012 Cisco Systems Inc. All rights reserved.

Terms & Conditions Privacy Statement Cookie Policy Trademarks of Cisco Systems, Inc.

 $https://supportforums.cisco.com/message/3771046\#3771046[11/12/2012\ 2:24:59\ PM]$