

Tidal Enterprise Orchestrator: How to Request New Content for TEO

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Introduction

This tech note gives instructions on how customers can request new content or processes be developed for TEO and put into the product. By default custom designed processes or those that are either customer designed or professional services designed are not supported by standard technical support. Those processes that are shipped with the product are supported by technical support.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- General Process Authoring

Components Used

The information in this document is based on Tidal Enterprise Orchestrator 2.1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Information

Customers have multiple options when looking to have new content developed. Please see the below for options

Options

Complete these steps:

1. If the customer believes it to be a generic enough process, they should open a case with technical support. Technical Support will then bring it to development and see if development feels it fits the product. If so, it will be included in a future release.
2. If development feels it is not generic enough or does not fit the product, the customer can either develop it themselves or contact professional services to have them author the content.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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