

Cisco Service Contract Center

The Next Generation of Service Management

CSCC Search Tools for Contract End Users

Introduction: CSCC has multiple search tools you can use to find specific products and contracts. It is important to know the benefits and basic functionality of each of these tools so you can be as efficient as possible when using CSCC. This Tip Sheet covers **'Search CSCC'** and **'Advanced Search'** so you can become comfortable with the basics of each. For best results when searching, make sure you have registered for all the necessary contracts associated to your company. You should request access to contracts by contacting support.

Use this search tool...	When...
Search CSCC	<ul style="list-style-type: none"> You have a contract number and want to go directly to the Summary Details or Line Items screen for a specific contract. You have Purchase Order or Sales Order numbers and need to find items associated with them.
Advanced Search	<ul style="list-style-type: none"> You do not have specific information such as contract or serial numbers. You want to find a list of contracts associated with a user ID or specified date range for expiration. You want to find specific information on multiple serial numbers using the Mass Serial Number Information Finder (SNIF) capability.

Search CSCC

Search CSCC appears in the top right of every main CSCC screen. The search options available are:

- Contract Number
- Serial Number
- Product PO
- Product SO



To Use the 'Search CSCC' functionality:

- Click the Search CSCC drop down.
- Select a search parameter (e.g., Contract Number)
- Enter a corresponding value in the adjacent field.
Note: Enter just one value; Search CSCC does not accept multiple values.
- Click 'Go'. If results are found, a Summary Details or Line Items screen is shown, depending on whether the results are single or multiple items. For serial numbers, results will display depending on whether the associated products are covered, uncovered and accessible by your company.
- If no results are found, please re-check your data and try your search again.

Advanced Search

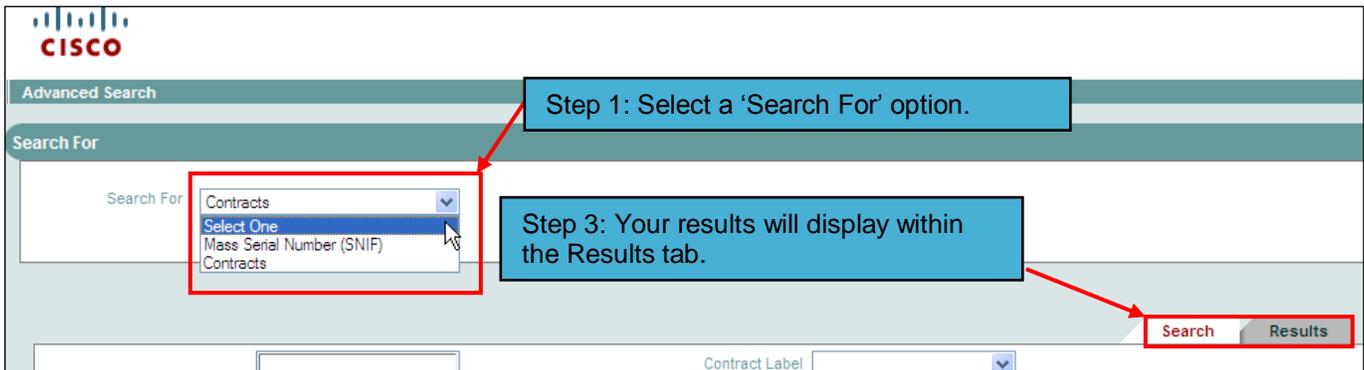
Advanced Search allows you to search using detailed search parameters. It is especially helpful if you are looking for multiple items that have unique characteristics. Advanced Search is available in the top right corner of every main screen. Upon clicking Advanced Search, a pop-up window will display.



Note: Multiple Advanced Search sessions can be opened at once.

The main available search parameters are:

- Contracts
- SNIF (Serial Number Information Finder) – Searching for multiple serial numbers



1. Select a 'Search For' option, the available search filters will display.
2. Enter search values into at least one of the fields marked with an asterisk. Use multiple criteria if you want to narrow the search. Once the necessary data has been entered, click 'Search'.
3. Your results will display within the Results tab highlighted above.
 - To execute another search, click the Search tab again.
 - If you search for a contract, clicking the Contract Number in the Search Results will launch a separate main window showing the Contract Summary Details.

For more information on SNIF (Serial Number Information Finder), reference the related links section below.

Related Links:

CSCC Training Website: [Click Here](#)

Serial Number Search Tip Sheet: [Click Here](#)

SNIF Training: [Click Here](#)

Registering Access to Contracts Tip Sheet: [Click Here](#)