


Cisco Service Contract Center


The Next Generation of Service Management

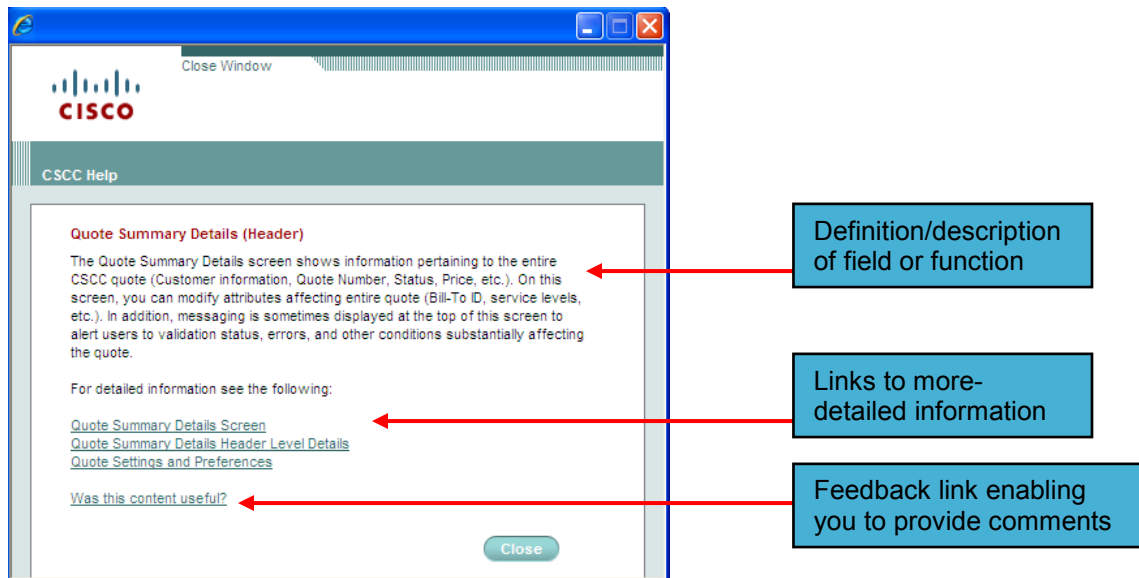
User Assistance and Support Tip Sheet

Introduction: This tip sheet provides helpful instructions and links to help you resolve any issues while using Cisco Service Contract Center. Online help provides detailed field definitions and instructions, and the Operations Exchange Community provides self-help materials such as support articles, documentation, discussion forums, and blogs from Cisco CSCC experts. If you still cannot resolve your issue using online help or the Operations Exchange, you can report an issue by opening a case with Cisco Support, and a representative will be available to provide additional assistance.

CSCC Online Help

While you use CSCC, you will notice online help icons -  - next to a number of screen elements. Follow the steps below to use these icons for a better understanding of CSCC features and functions:

1. Click an online help icon -  - to launch a pop-up window that provides the following features to help you understand the system and use it more easily:
 - A definition or basic description of that particular field or function.
 - Basic usage instructions for the field or function.
 - Links to more-detailed information about that particular field or function.
 - A 'Was this content useful' link enabling you to comment via e-mail on the effectiveness of the help content.



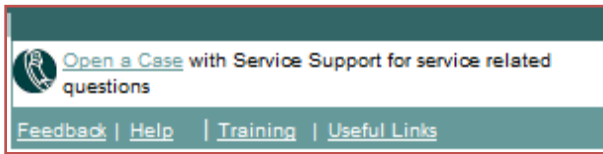
Online Help Pop-Up Window

2. Click one of the links available to access more-detailed information within the Support Articles section of the Operations Exchange Community.

- To provide feedback to the CSCC Training Team on any aspect of the content, click the 'Was this content useful?' link, which launches your e-mail program and creates a new message to the csc-help-feedback@cisisco.com e-mail alias.

Support Resources from the CSCC Dashboard

A number of resources are available from the Cisco Support organization to help users get help and resolve questions and issues for themselves. The links in the upper right of your CSCC screen, provide the resources described in the following sections.

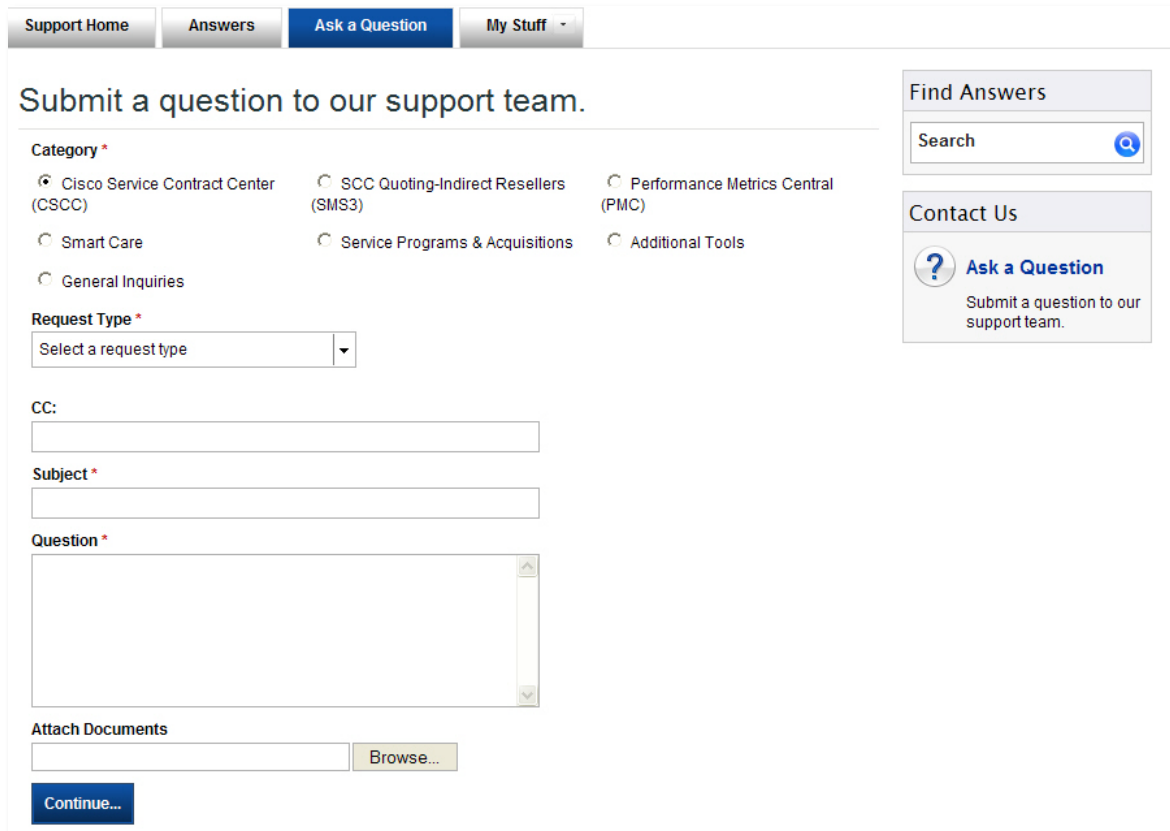


CSCC Support Resources

Open a Case

Click 'Open a Case' and log in with your CCO user ID and password, then submit your question or issue directly to Cisco Support. You will be contacted promptly by a Support agent, who will help you resolve your issue.

Be sure to click the Cisco Service Contract Center button to indicate your question is about CSCC, and provide as much detail as possible (error code, CSCC quote or contract numbers, product serial numbers, steps that led to the issue, etc.) to help the agent respond effectively to your case.



The screenshot shows the 'Submit a question to our support team' form. At the top, there are navigation tabs: 'Support Home', 'Answers', 'Ask a Question' (selected), and 'My Stuff'. The main heading is 'Submit a question to our support team.' Below this, there is a 'Category' section with radio buttons for: 'Cisco Service Contract Center (CSCC)' (selected), 'Smart Care', 'General Inquiries', 'SCC Quoting-Indirect Resellers (SMS3)', 'Service Programs & Acquisitions', 'Performance Metrics Central (PMC)', and 'Additional Tools'. There is a 'Request Type' dropdown menu with the text 'Select a request type'. Below that are input fields for 'CC:', 'Subject', and 'Question'. At the bottom, there is an 'Attach Documents' section with a 'Browse...' button and a 'Continue...' button. On the right side, there is a 'Find Answers' search box and a 'Contact Us' section with an 'Ask a Question' button and the text 'Submit a question to our support team.'

Cisco Support – Ask a Question

Feedback

Click 'Feedback' to be directed to a short, simple survey you can use to provide feedback on CSCC. The CSCC business and development teams will take your feedback into account when planning and prioritizing future fixes and enhancements.

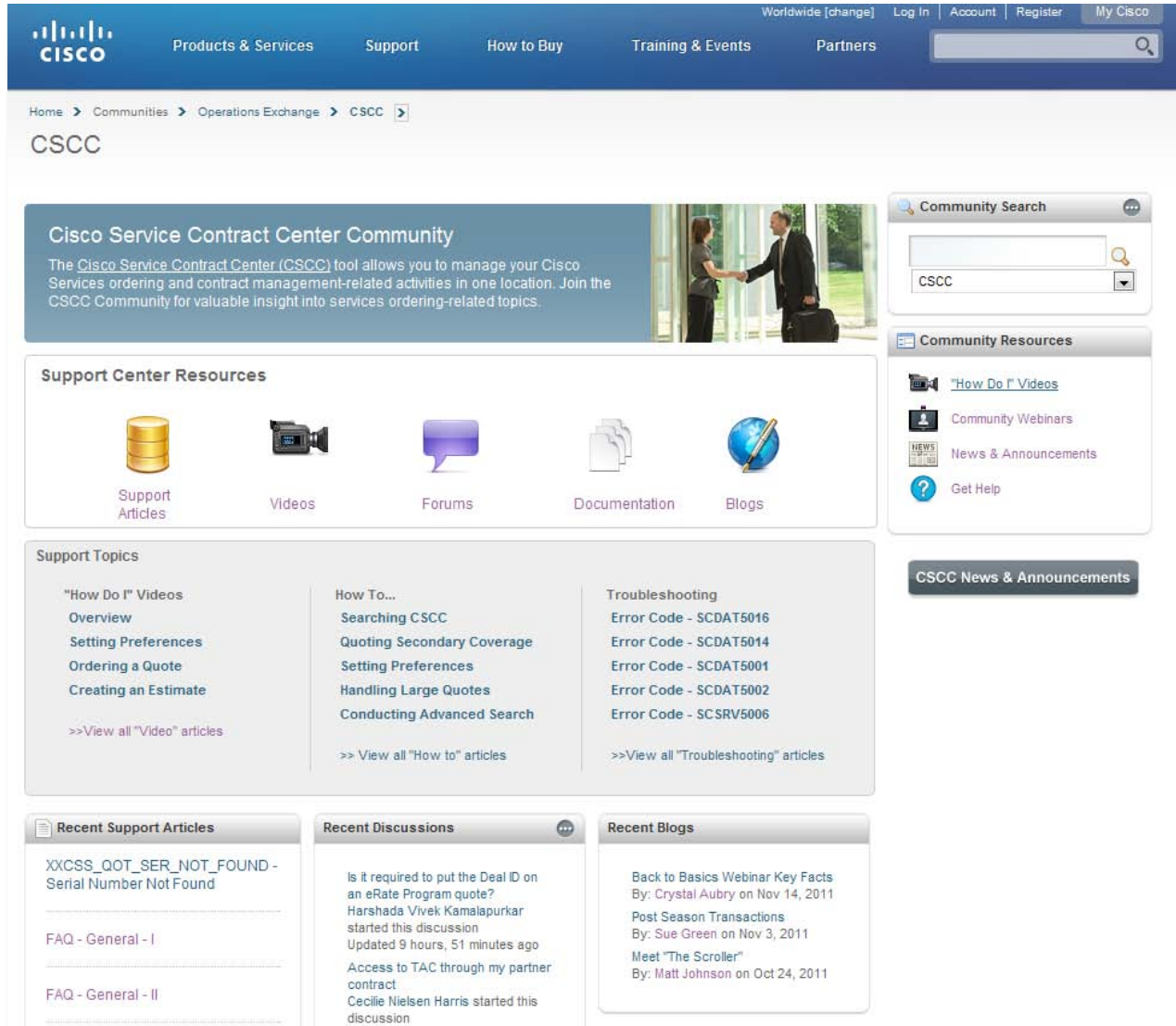


The screenshot shows a feedback form titled "Cisco Service Contract Center (CSCC) Feedback". At the top left is the Cisco logo. Below the title, there is a line of text: "If you need to report an urgent problem with CSCC or you need assistance, please contact [Cisco Service Support](#)." Below that, it says: "We encourage you to connect with us using this form, please note that messages are read on a weekly basis." The first question is "1. Please choose a category for your feedback:" followed by a list of radio button options: "Address Management", "Administration", "Contracts", "Estimates/Quotes", "Opportunities", "Reports", and "Other, please specify:" with an adjacent text input field. The second question is "2. If you have a location (URL) you are referring to in your feedback, please include it in the field below?"

CSCC Online Feedback Survey

Help

Click 'Help' to access the [Operations Exchange CSCC Community](#), a fully Web 2.0–enabled support environment. Here you will find learning resources, discussion forums, and blogs designed to enable you to be as self-sufficient as possible while using CSCC.



The screenshot shows the Cisco Service Contract Center (CSCC) Community page. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below the navigation bar, the page title is 'CSCC'. The main content area is divided into several sections:

- Cisco Service Contract Center Community:** A banner with a description of the CSCC tool and an image of two people shaking hands.
- Community Search:** A search box with the text 'CSCC' entered.
- Community Resources:** A list of resources including 'How Do I' Videos, Community Webinars, News & Announcements, and Get Help.
- Support Center Resources:** A section with icons for Support Articles, Videos, Forums, Documentation, and Blogs.
- Support Topics:** A section with three columns of topics: 'How Do I' Videos, How To... Searching CSCC, and Troubleshooting. Each column has a list of specific topics and a link to view all articles in that category.
- Recent Support Articles:** A list of recent support articles, including 'XXCSS_QOT_SER_NOT_FOUND - Serial Number Not Found' and two 'FAQ - General' articles.
- Recent Discussions:** A list of recent discussions, including 'Is it required to put the Deal ID on an eRate Program quote?' and 'Access to TAC through my partner contract'.
- Recent Blogs:** A list of recent blogs, including 'Back to Basics Webinar Key Facts', 'Post Season Transactions', and 'Meet "The Scroller"'. Each entry includes the author's name and the date.

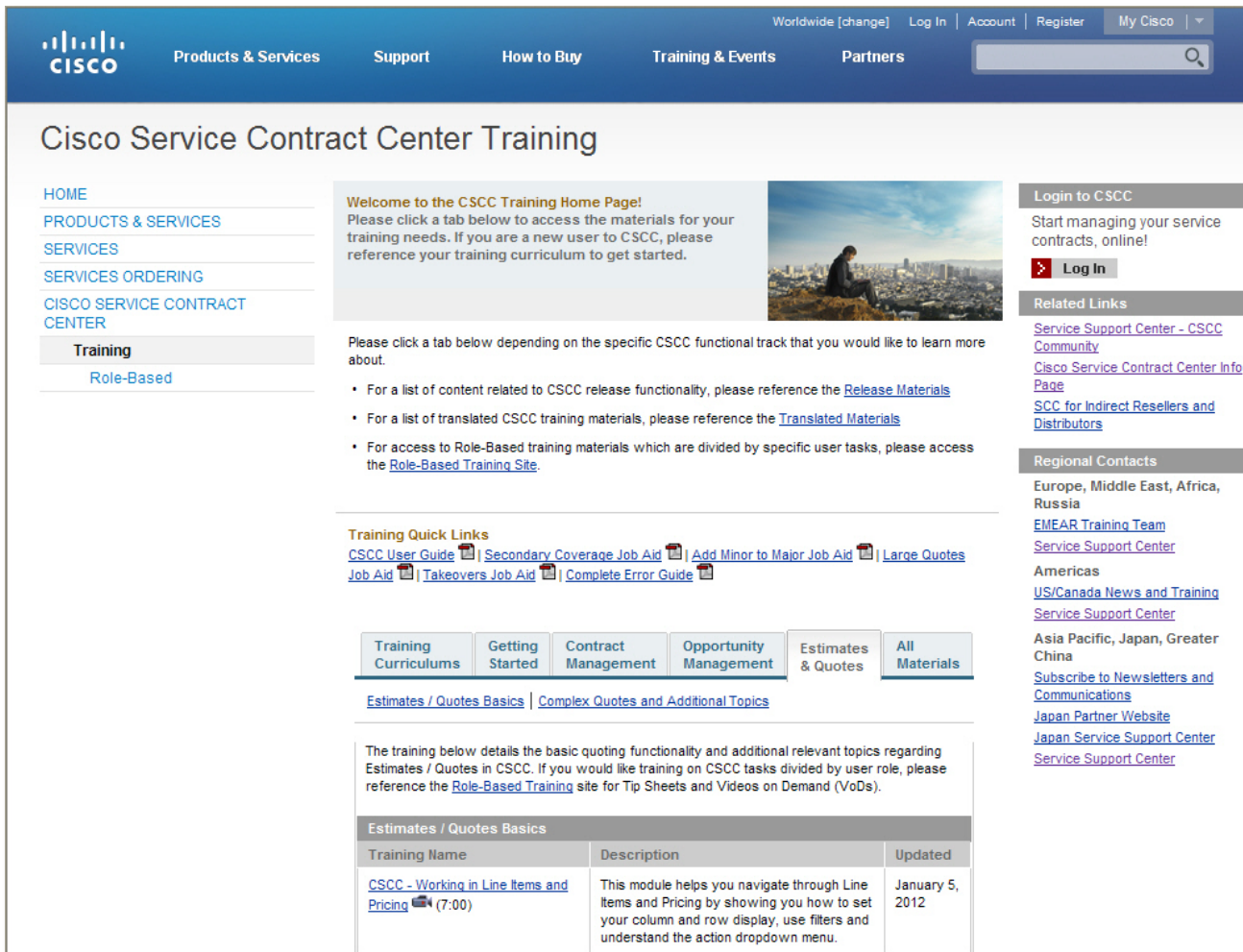
Operations Exchange - CSCC Community

Note: The [Operations Exchange Community](#) also has destinations for additional Cisco services tools such as Partner Metrics Central and Cisco Commerce Workspace, as well as partner resources Cisco new program introductions, acquisitions, and logistics and returns.

Training

Click 'Training' to access the CSCC Training site on Cisco.com. Here you will find user guides, job aids, tip sheet, and succinct, interactive web-based training modules that will help you ramp up quickly on CSCC.

Note: Use your CCO User ID and password to log into the CSCC training site.



The screenshot shows the Cisco Service Contract Center Training page. The navigation bar includes links for Products & Services, Support, How to Buy, Training & Events, and Partners. The main content area is titled "Cisco Service Contract Center Training" and features a welcome message, a list of training materials, and a table of training modules. The right sidebar contains links for logging in, related links, and regional contacts.

Training Quick Links

- [CSCC User Guide](#)
- [Secondary Coverage Job Aid](#)
- [Add Minor to Major Job Aid](#)
- [Large Quotes Job Aid](#)
- [Takeovers Job Aid](#)
- [Complete Error Guide](#)

Estimates / Quotes Basics

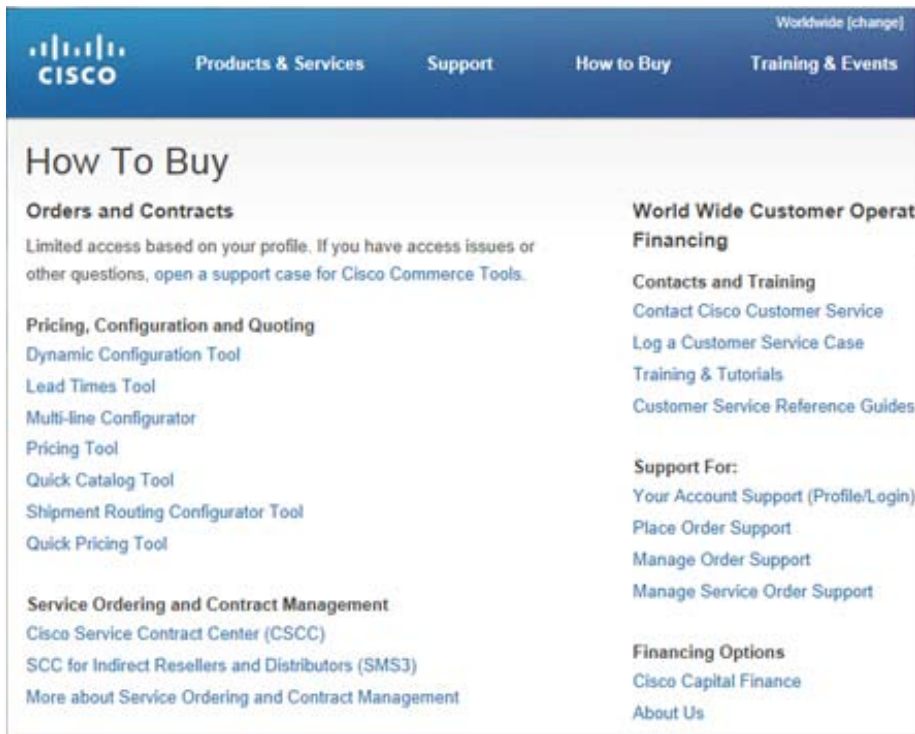
Training Name	Description	Updated
CSCC - Working in Line Items and Pricing (7:00)	This module helps you navigate through Line Items and Pricing by showing you how to set your column and row display, use filters and understand the action dropdown menu.	January 5, 2012

CSCC Training Website

Useful Links

Click 'Useful Links' to access the Cisco.com 'How to Buy' site, which provides a wealth of resources for selling, quoting, and ordering Cisco Services.

Note: 'Useful Links' should not be confused with 'Important Links', which are embedded within CSCC. (For detailed information on Important Links, see the section Using Important Links in the [CSCC User Guide – Basics](#).)



Cisco Services How to Buy Site

Related Links:

[CSCC User Guide](#)

[CSCC Training Website](#)

[Cisco Operations Exchange Community](#)