



Q&A – My Colleagues Tool Granular Overview

Overview

Q. What is My Colleagues Tool Granular?

A. My Colleagues Tool Granular is an application that enables external partner or customer Administrators to determine which of their service contract numbers are present in Cisco.com (CPR/CCO) user profiles. The contract numbers determine which Cisco services users are allowed to obtain (e.g., TAC support, hardware replacement).

Q. Where can I find detailed information on how My Colleagues Tool Granular functions?

A. My Colleagues Tool Granular has “Help” links throughout the application that direct administrators to the information they need to perform actions in the tool. To go directly to the “Help” documentation, click here: http://www.cisco.com/MCTGranular/my_colleagues_tool_granular_help.html.

Q. Where can I obtain help if I have questions or problems not addressed here or in the tool’s Help?

A: You can open a support case with the Service Support Center located at www.cisco.com/go.scc. Select the category “Service Tools” and sub-category “My Colleagues Tool Granular. If applicable, select either “Tool Access,” “Access to Contract”, or “Excel File Access” to further categorize your problem. Enter a detailed description of the problem you are experiencing and a support representative will contact you shortly. Or, in the US, call the Service Support Center.

Q: How do I get access to My Colleagues Tool Granular?

A: See information on obtaining access to My Colleagues Tool Granular here: <http://www.cisco.com/MCTGranular/mycolleaguesgranularinfo.html>.

Manage Contracts, Manage Users, Compare Contracts Overviews

Q. What can I do on the “Manage Contracts” screen?

A. “Manage Contracts” allows you to either search for or select a contract number. You can then choose the following actions for the user profiles you administer: add, remove, remove and block, or unblock.

Q: What can I do on the “Manage Users” screen?

A: “Manage Users” allows you to search for users by a Cisco.com ID, name, company name, or email address. You can then choose the following actions for the contracts you administer: add, remove, remove and block, or unblock.

Q: What can I do on the “Compare Contracts” screen?

A: “Compare Contracts” allows you to view contracts and user data for the contracts you administer. Also, it provides the ability to export the data to a downloadable spreadsheet.

Q: What can I do on the “Lock/Unlock Contracts” screen?

A: “Lock/Unlock Contracts” allows you to lock one or many contract numbers so that no one but you or another non-Cisco My Colleagues Tool Granular Administrator who administers those same contracts can add it to a user’s Cisco.com profile.

Also, “Lock/Unlock Contracts” provides you or another non-Cisco My Colleagues Tool Granular Administrator who administers that same contract to unlock contracts so that the contracts are not restricted from being added to a user’s Cisco.com profile.

In order to utilize this functionality, you must first “Accept” Terms and Conditions acknowledging that Cisco is allowed to release your name and email address to users who ask why a Cisco cannot add a contract to their Cisco.com profile. Click here to read the complete Terms and Conditions:

http://www.cisco.com/MCTGranular/MCTG_TC.html.

Q: How many contracts can I manage?

A: The maximum amount of contracts you can manage is 500. If you have more than 500 contracts to manage, please contact your Cisco representative to request assistance on how to best manage your service contracts through the My Colleagues Tool Granular and My Colleagues Tool Aggregate applications.

Q: Can I manage multiple users at the same time?

A: You can manage an unlimited number of users.

Q: What if I don't receive confirmation emails when I add, remove, remove and block, unblock, lock, or unlock a user?

A: First, verify the email addresses in your Cisco.com profile (this email address is shown in the top portion of the My Colleagues Tool Granular Welcome screen). If your profile reflects your correct email address, then ensure you do not have a junk mail blocker intercepting emails coming from Ext-AdminSupport-prod@cisco.com. If your email address and junk mail blocking are not the problems, please open a case with the Service Support Center located at www.cisco.com/go/scc. Simply select the category "Service Tools" and sub-category "My Colleagues Tool Granular." Enter a detailed description of the problem you are experiencing. Note that these emails cannot be turned off.

Finding Contract(s) or Finding User(s)

Q: Whom do I contact if I cannot find a contract that I manage?

A: If you know the contract was previously managed by you and it has disappeared, it may be Expired, Terminated, or Cancelled. If you know the contract is Active, you can open a case with the Service Support Center located at www.cisco.com/go/scc. Select the category "Service Tools" and sub-category "My Colleagues Tool Granular." Include your Cisco.com ID, the contract number for which you are requesting assistance, and details as to why you think this is an Active contract.

If you know the contract needs to be added to those you manage, send an email to web-help@cisco.com with your Cisco.com ID and the contract number(s).

Q: I've tried searching for a user and I still cannot find him. Who do I contact if I cannot find a user?

A: If you cannot find a user, that user may no longer have any of the contract numbers you administer in their Cisco.com profile. If a user does not have any of the contracts you administer in his profile, he will still have a Cisco.com ID, but you can no longer see him.

To add a contract to a user so you can see him in the tool, go to Manage Users, enter the Cisco.com ID of the user, and then select the contract numbers to add to that user. You will then see that user in the tool.

Adding / Removing Contracts

Q: The user I want to take action on is not available in the "Add Contracts to User Profile(s)" results. Why?

A: You must have at least one contract in common with a user before the user becomes visible to you in My Colleagues Tool Granular. Either the user does not have a contract in common or the user already has that contract added to their profile. Try going to "Manage Users" and looking under "Select a User." If the user is not listed under "Select a User," then that user does not have any contracts in common with you.

Remove and Block / Unblock Contract

Q: Whom to I contact if I cannot remove and block or unblock a contract that I manage?

A: If you cannot remove and block or unblock a contract that you manager from a user's Cisco.com profile, check to see if there is a yellow message box near the top of the screen. If there is, it should tell you why the contract cannot be removed and blocked or unblocked.

Q: What will happen if a user with a blocked contract attempts to contact Cisco to have the blocked contract added to their profile?

A: Once you have blocked a user from having a contract added to their profile, the only person who can unblock the contract is you or another My Colleagues Tool Granular External Administrator who manages that contract. If the user calls Cisco, the Cisco agent will not be able to add the contract to the user's profile. If the user gives Cisco permission to provide his information to you, Cisco will send all the Administrators for that contract an email with the user's Cisco.com ID and the blocked contract number(s) the user has requested access to. Please contact the user to explain to him the reason for the block.

Q: Who can unblock a contract that I have blocked from a user?

A: The only way the user can add a blocked contract with his Cisco.com user profile is for you or another My Colleagues Tool Granular External Administrator who administers that same contract to unblock the user from the contract and then add the contract back to the user's profile.

Q: When I remove or remove and block all the contracts from a user's profile, why can't I see them any more in the tool?

A: You are only able to see the users that have at least one contract number you administer in their Cisco.com user profile. When you remove or remove and block all the contract numbers the user has in common with you, this means they do not have any contract numbers you administer in their user profile, so you can no longer see them in the tool.

To add a contract to a user so you can see him in the tool, go to Manage Users, enter the Cisco.com ID of the user, and then select the contract numbers to add to that user. You will then see that user in the tool.

Lock / Unlock Contract

Q: What if I lock a contract and someone asks Cisco to add that contract to his Cisco.com profile?

A: If a user contacts Cisco to have a locked contract added to his Cisco.com profile, Cisco will be unable to add that contract to his profile. Instead, the user will be provided with the names and email addresses of all the My Colleagues Tool Granular Administrators for that contract.

Note that this means that the user will be unable to request technical support (TAC) or hardware replacement using a locked contract that is not in his Cisco.com profile, regardless of severity. If the user already has that contract in his Cisco.com profile, access to TAC/hardware replacement will be permitted.

Q: What if I do not respond to a user who asks why he cannot add the contract to his Cisco.com profile?

A: If a user contacts Cisco to have a locked contract added to his Cisco.com profile, upon request, Cisco will provide the user with the names and email addresses of all the contract's My Colleagues Tool Granular Administrators. The Terms and Conditions you accept in order to utilize the "Lock/Unlock Contract" functionality require that you, or another My Colleagues Tool Granular Administrator for that contract, respond quickly to user inquiries.

If none of the My Colleagues Tool Granular Administrators respond to the user within 10 days, the user can contact Cisco to have the problem escalated. Cisco will then attempt to contact the My Colleagues Tool Granular Administrators. If there is still no response, Cisco will attempt to contact the appropriate Cisco Account Team in order to locate a My Colleagues Tool Granular Administrator. If the Cisco Account Team cannot find an Administrator, then Cisco will be forced to unlock the contract so the user can add it to his Cisco.com profile.

Export to Excel

Q: Who do I contact if the “Export to Excel” function fails?

A: If you try to retrieve your files between 24 hours and 14 days after you submitted the “Export to Excel” request and you are having difficulties obtaining the file, you can open a case with the Service Support Center located at www.cisco.com/go.scc. Simply select the category “Service Tools,” sub-category “My Colleagues Tool Granular,” and further sub-category “Excel File Access.”

Email

Q: What if I want to turn on or turn off the emails that come from “CiscoProfileUpdate@cisco.com” when Cisco adds a contract number I administer to a user’s profile?

A: If you want to start or stop receiving email notifications you can open a case with the Service Support Center located at www.cisco.com/go.scc. Select the category “Service Tools” and sub-category “My Colleagues Tool Granular.” Be sure to reference “stop email notifications” and include your Cisco.com ID when creating the case.

Q: What if I don’t want to receive confirmation or notification emails that come from “ExtAdminSupport-prod@cisco.com”’s when I add, remove, remove and block, unblock, lock, or unlock a user in My Colleagues Tool Granular?

A: At this time, these emails can not be turned off. However, if you are interested in the ability to turn off these emails being added as part of the tool’s functionality, click on the “Feedback” link from My Colleagues Tool Granular and let us know you would like this email to be optional.

Account Questions

Q: How do I manage my account information?

A: On the My Colleagues Tool Granular Welcome screen, you can click on the “Edit This Information” link to change your contract information. Or you can change your account information by going to Profile Manager and choosing “Edit this Information” next to any section you are interested in changing.

Q: Why is a Cisco.com ID still in the Cisco database even though I have removed all the contracts from it and want the Cisco.com ID deleted?

A: Only the user can have his Cisco.com ID converted to an “Inactive” state (unless laws are violated). If you remove all the contract numbers you administer from the user’s Cisco.com ID, he may still have other contract numbers in his profile. Or, he may still have Guest access, which does not require him to have contract numbers in his profile, but does not provide him with contract related access.

Feedback

Q: How do I let Cisco know what functionality I would like in future versions of the tool?

A: On any page within My Colleagues Tool Granular, click on the “Feedback” link and provide your input to be considered for future improvements.

Links Under Related Tools

Q: What is My Colleagues Tool Aggregate?

A: My Colleagues Tool Aggregate is an application that enables external partner or customer Administrators to determine which users can obtain Cisco services (e.g., TAC support, hardware replacement) by using Bill to IDs. Administrators “mark” Bill to IDs in Cisco.com user profiles so that those users can utilize all the contract numbers associated with those Bill to IDs in order to obtain support.

My Colleagues Tool Aggregate, My Colleagues Tool Granular, My IC Colleagues, SCC, and CSCC are not connected in any way. You need to request access to all tools separately.

Similar to My Colleagues Tool Granular, access is granted to employees within a company who have been designated as Administrators for their company by a Cisco Account Team representative.

Q: How do I get access to My Colleagues Tool Aggregate?

A: A Cisco Account Team member has to request access for you. In order to obtain details, send an email to one of your Cisco Account Team members or request information by opening a case with the Service Support Center located at www.cisco.com/go.scc. Simply select the category "Service Tools", the sub-category "My Colleagues Tool Aggregate," and "Tool Access." Include the Cisco.com ID and the Bill to IDs to be managed.

Q: What is My IC Colleagues?

A: My IC Colleagues is an administrative tool that gives users access to see other people within their company that also use the Internet Commerce Tools. It also allows administrators to grant Ordering Access and Price Lists to their colleagues.

Q: How do I get access to My IC Colleagues?

A: Please send an email to ic-support@cisco.com to request more information.

Q: What is Partner Self Service (PSS)?

A: Partner Self Service is an administrative portal that enables Partner users to associate themselves with a Cisco partner and obtain Partner level access to manager user profile information and company data.

Q: What is Service Contract Center (SCC) and Cisco Service Contract Center (CSCC)?

A: SCC is an administrative portal that enables service contract owners to manage their contracts, such as performing moves, adds, changes, and updates to their service contracts. SCC is being retired and all users will be moved to the updated too, CSCC.

Known Issues

Q: When I try to open SCC, if I have more that 100 contract numbers in my Cisco.com profile, I receive an error message. What should I do?

A: This is a known limitation in SCC. Go to at www.cisco.com/go.scc and request access to CSCC. Provide your Cisco.com ID and indicate that you need to be moved to CSCC because you are a My Colleagues Tool Granular Administrator and do not want to remove contract numbers from your Cisco.com profile.