

Service Contract Centre

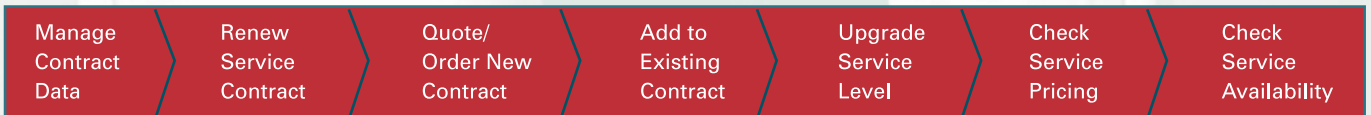


The Cisco Service Contract Centre (SCC), services lifecycle management system, is a comprehensive portfolio of online service management tools that makes it easy for partners to manage all stages of the service lifecycle including quoting, ordering, registering, managing, and renewing. The Cisco Service Contract Centre (SCC) makes it possible for partners to achieve higher attach rates, renewal rates, product absorption, and customer satisfaction through an efficient, low cost and comprehensive online services contract management system.

In addition, SCC lifecycle management system allows you to streamline your service business operations with a robust suite of online productivity tools that can provide you with a competitive advantage and help you to increase customer satisfaction. Here's how SCC services lifecycle management system can help you:

**CISCO SERVICE CONTRACT CENTRE (SCC)**

SCC is used to managing service contracts through quoting, ordering, maintaining and renewal.



SCC offers our partners simplified and automated service contract management processes and minimal order lead time.

**MANAGE SERVICE CONTRACTS**

SCC allows users to view; access and make changes to existing contracts. This can be performed by making a selection from within the **CONTRACTS** tab.

SCC offers users several methods to access an existing contract, such as using the **Quick Search** tool, **Advanced Search** tool or through **The Renewal Summary** functionality.

Other Contract Management tasks that can be easily accomplished within SCC include **Generate a Renewal Quote**, **Generate an Upgrade Quote**, **Add Products to a Contract**, **Move Equipment** from one site to another and **Download Contracts**.



## QUOTING & ORDERING

SCC allows users to **create service quotes online** and to submit an electronic purchase order for immediate processing.

When products are not covered by a service contract an SCC user can:

- Add to an existing service contract
- Create a new service contract

When the products are already covered by existing contract an SCC user can:

- Renewal Quote (extend an expiring service contract)
- Upgrade Quote (upgrade the service level of a contract)

Quotes are consolidated in the **Quote Manager** function where the users will see a summary of all quotes created and submitted. Quote Manager displays quotes for edit, order, download and route to another SCC user.



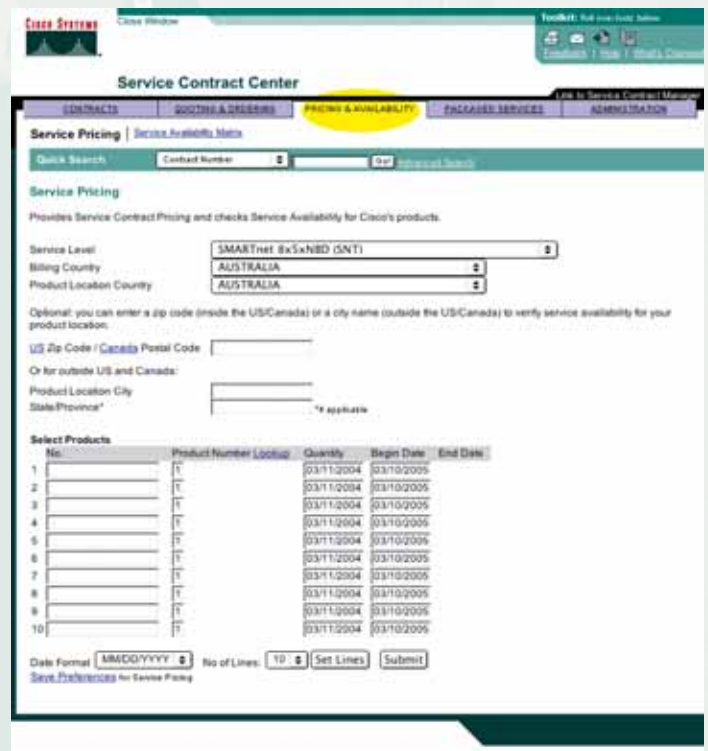
## CHECK SERVICE PRICING & SERVICE AVAILABILITY

### SERVICE PRICING:

Quickly obtain Service Contract Pricing for Cisco's products for various levels of service delivery.

### SERVICE AVAILABILITY:

Verify the availability of Cisco's Logistics and Field Engineering services worldwide.



## USER ADMINISTRATION

### CONTRACT REGISTRATION

Register **online requests for access** through SCC to additional contracts associated with a user's company.

**Service Contract Center**

**Register Contracts | Package Token Verification**

Quick Search: Contract Number [ ] Get Advanced Search

**Register for SCC**

Welcome to the SCC Self Registration tool. Here you may register for additional contracts associated with your company.

**Requirement:**  
The company name and address in your profile, as shown below, must match the billing address on your contract.

**Note:** If you do not know this information, please e-mail your request to [scc-admin@csco.com](mailto:scc-admin@csco.com). Please include your company name, location, CCO User id and any other relevant information. We will manually verify your information and contact you when completed.

Company Name: qwest enterprise  
Billing Address: 170 WEST TASMAN DRIVE  
City: San Jose  
State/Province, Zip/Postal Code: California 95134  
Country: UNITED STATES

Enter Contract number(s) separated by commas  
(Example 1000000,1000002) Contact [scsr@csco.com](mailto:scsr@csco.com) to get your contract number.

Register for Package Service using your PKG Token number (Example AB111-1115CC19CC8)

Register Clear Form

## OTHER USEFUL FUNCTIONS AND LINKS

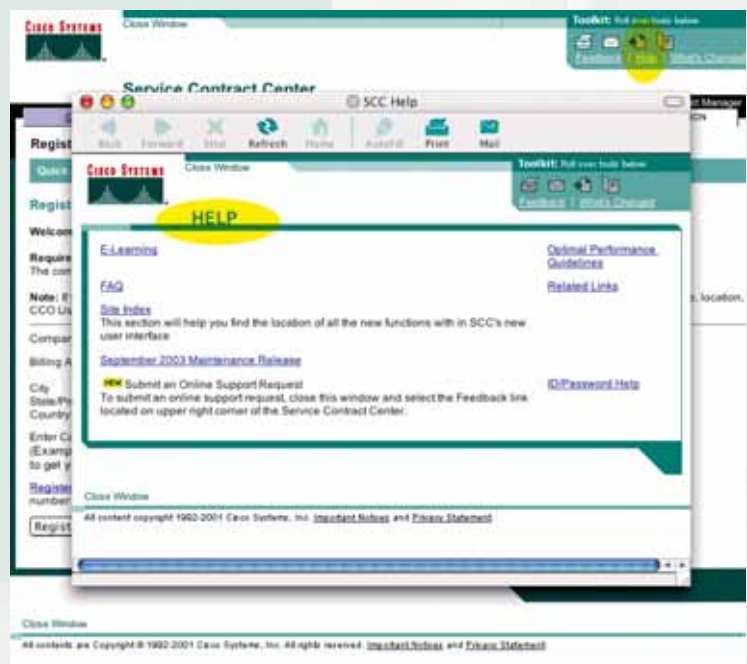
### FEEDBACK:

SCC enables users to submit an online support request. This feature is available to users from the upper right hand corner of every SCC webpage after the initial login.

### HELP:

An integrated online help provides users with **E-learning**, **FAQ**, guidelines for **Optimal System Performance** and other **Related Links**.

- **E-Learning** – An online tutorial features practical examples and scenarios to show you how to best use SCC.
- **FAQ** – Quickly look up answers for frequently asked questions regarding SCC applications and usages.
- **Related Links** – A directory of generic help information, which outlines links to other Cisco.com sites including Order Tool, raise online TAC cases and web help etc.
- **Optimal Performance Guidelines** – Provide guidelines to optimise the usage of SCC.



## HOW TO REQUEST FOR SCC ACCESS

A valid CCO user ID is required before login to Service Contract Centre (SCC).

### APPLY FOR A CCO USER ID ONLINE AT:

[www.cisco.com](http://www.cisco.com) and navigate to the **Register** link located at the top middle section of the page. Please contact our IC representative directly at [ic-support@cisco.com](mailto:ic-support@cisco.com) if any further help is required regarding CCO access.

### TO REQUEST SCC ACCESS CONTACT:

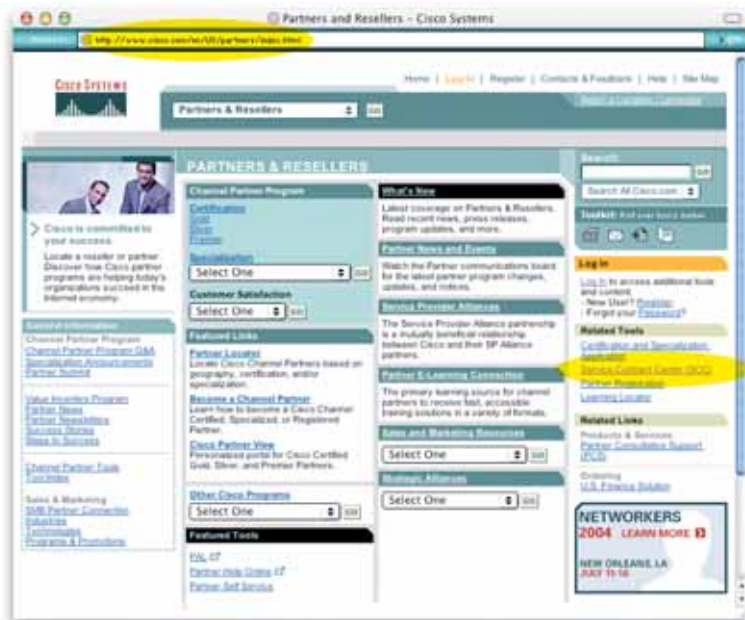
ASIA (North Asia and South Asia): [service-sales-asia@cisco.com](mailto:service-sales-asia@cisco.com)  
ANZ (Australia and New Zealand): [service-sales-anz@cisco.com](mailto:service-sales-anz@cisco.com)

## WHERE TO ACCESS CISCO SCC

From the Cisco home page you can access SCC by opening your web browser and navigating to [www.cisco.com](http://www.cisco.com).

Click the **Partners & Resellers** link and then **Select the Service Contract Centre** link located in the Related Tools section on the far right of the page. Login to SCC by entering your CCO user ID and password.

If you have any questions regarding SCC or need to obtain a complete user guide, please contact your Cisco representative.



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