



如何利用 CSCC 管理服务合同续保



Sherry Shi
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Cisco Service, APAC

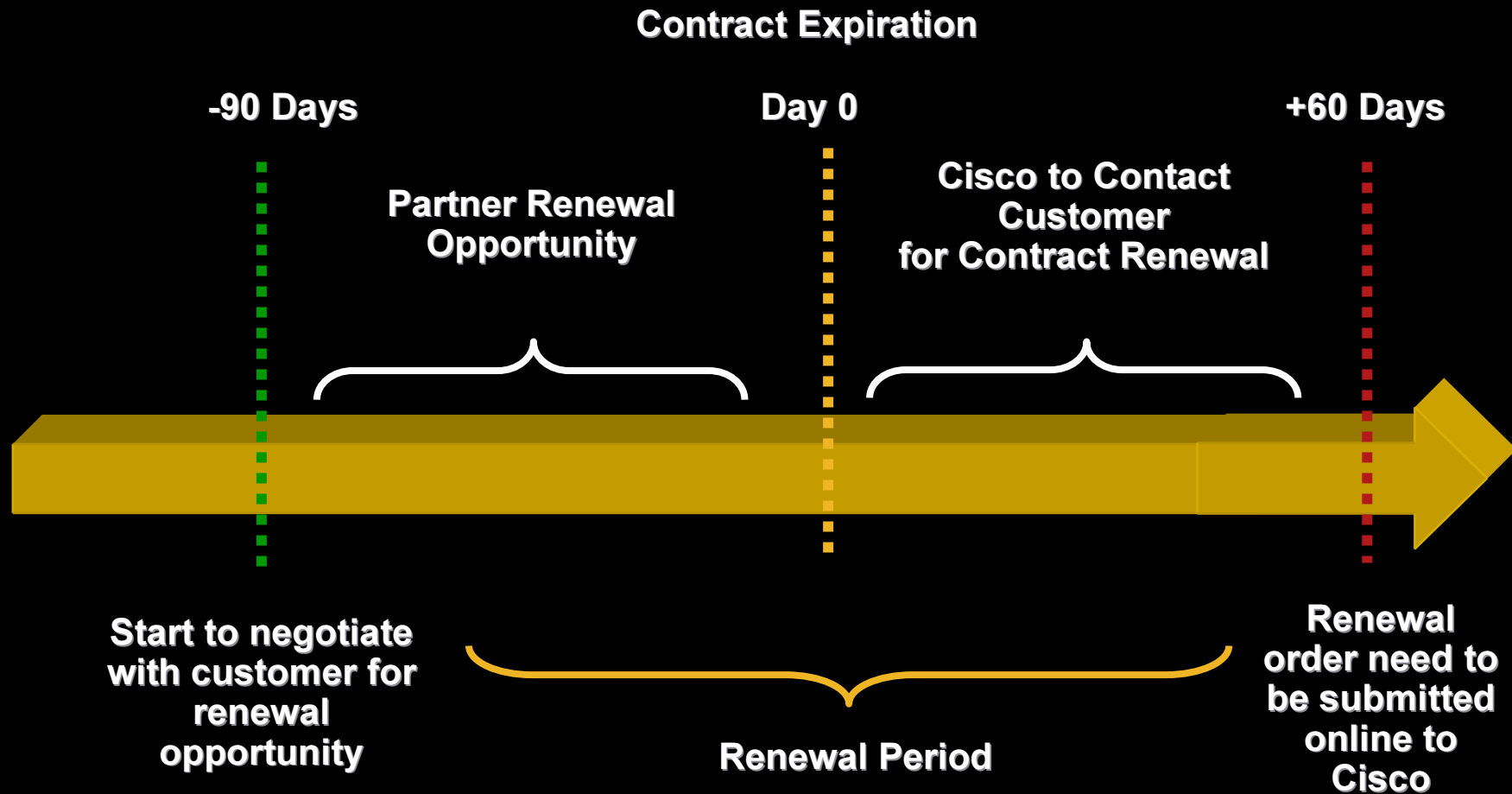
Accelerate Your Business

服务合同续保的重要性



- 帮助合作伙伴的业务增长以及取得良好的销售业绩.
- 服务合同续保率对于合作伙伴的**CSSP Metrics** 有着重要的影响.
- 对于提高客户满意度及忠诚度有着重要的作用.

服务合同续保周期



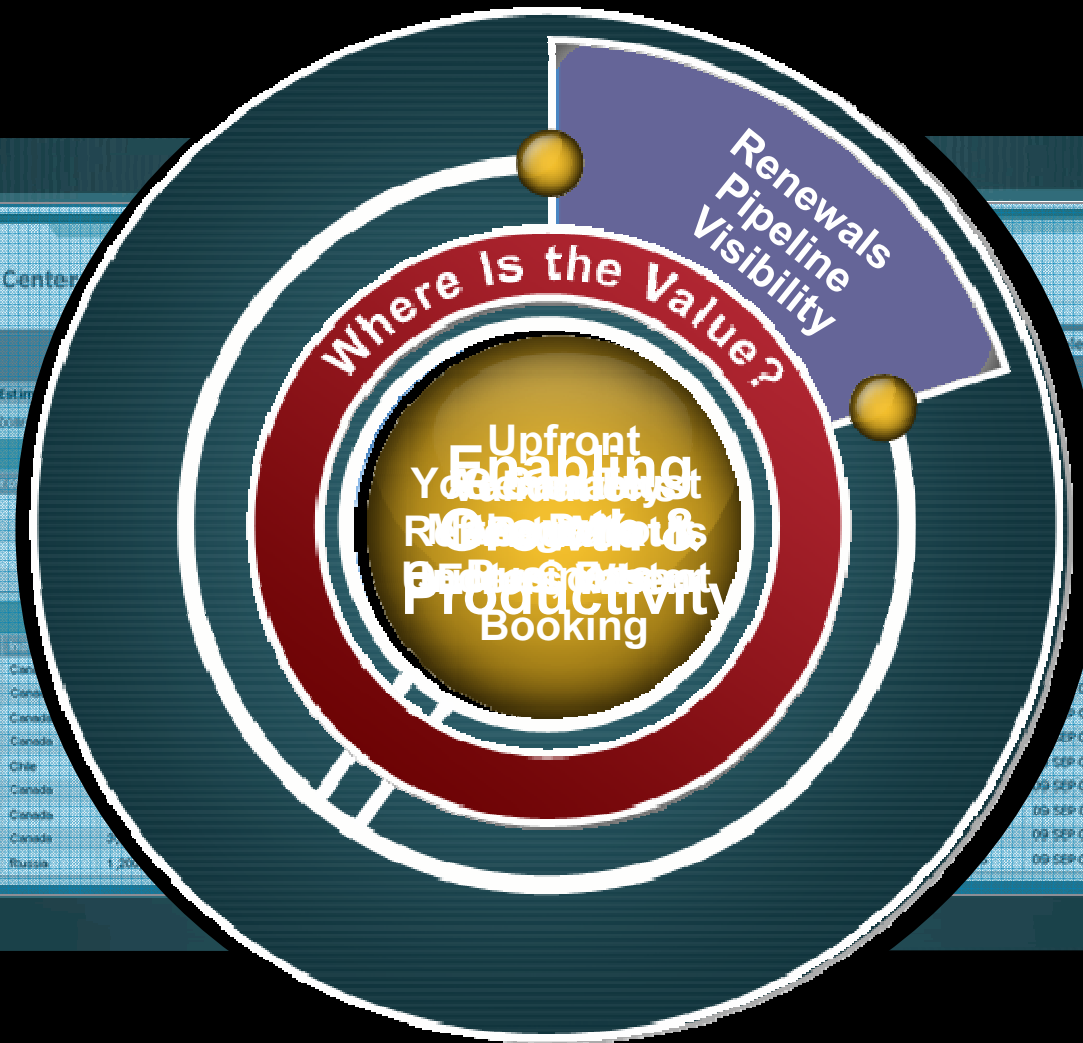
Gain visibility to future renewal opportunity up to 12months at anytime in POM

如何通过CSCC工具 下载合同续保信息



Cisco Service Contract Center

加速你的业务



NEXT GENERATION SALES ENVIRONMENT

CSCC- Partner Opportunity Manager

Cisco Service Contract Center: Welcome - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Address <http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction> Start Search Go Links

CISCO

Close Window

Toolkit:

[Open a Case](#) Open a Case with the Service Support for service related questions

[Feedback](#) | [Help](#) | [What's Changed](#)

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Advanced Search | Preferences

DASHBOARD

General ▶ Dashboard

General Contracts **Opportunities** Estimates/Quotes Administration

Opportunity Manager | **Partner Opportunity Manager**

Quotes

Quote #	Quote Name	Bill To Name	Bill To Id	Partner Reference	Quote Amount	Date Quoted	Last Modified	Non-Std	Status
43564		TAIJI COMPUTER CORPORATION	120212036		USD	22-Oct-07	22-Oct-07	N	CANCELLED
42524		ITOCHU TECHNO-SOLUTIONS CORPORATION	1942157		96.000 USD	16-Oct-07	22-Oct-07	N	ORDER_IN_PROGRE:
42525		ITOCHU TECHNO-SOLUTIONS CORPORATION	1942157		562.000 USD	16-Oct-07	22-Oct-07	N	ORDER_IN_PROGRE:
43563		DIGITAL CHINA ADVANCED SYSTEMS LTD	120887391		2,513.000 USD	22-Oct-07	22-Oct-07	N	VALID
42523		ITOCHU TECHNO-SOLUTIONS CORPORATION	1942157		6.000 USD	16-Oct-07	22-Oct-07	N	ORDER_IN_PROGRE:

Contracts

Contract Number	Service Level	Bill To	Status	Earliest End Date	Contract Label	No. of Sites	Last Viewed
2675625	SPAR1	DIGITAL CHINA ADVANCED SYSTEMS LTD	ACTIVE			6	09-Aug-2007

<http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction#> Local intranet

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CSCC- Partner Opportunity Manager

Partner Opportunity Manager - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Address http://tools.cisco.com/CustAdv/ServiceSales/pom/opportunityManager.do?methodName=opportunitiesSummary

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Partner Opportunity Manager

Dashboard > Opportunities > Partner Opportunity Manager

General Contracts Opportunities Estimates/Quotes Administration

Proxying Lihuan Lu

Renewal Opportunities Summary

Category	Expiring List Amount	Number of Contracts	Net Quote Amount	# Quotes Created By Partner	# Quotes Created By Cisco
Overdue (0-60 Days)	0.00 USD	0	0.00 USD	0	0
Expires in 90 Days	50,393.00 USD	8	0.00 USD	0	0
Total Service List Price	50,393.00 USD	8	0.00 USD	0	0
Total Contract List Amount	478,033.00 USD				

Saved Opportunity Filter Sets

Filter Set Name	Description
☒ Expires in 12 months	
☒ Expires in 9 months	

Action: Select One

- Select One
- Create New
- Edit
- Duplicate
- Delete
- Download to Report
- Route
- Email Report
- View Line Items and Pricing

Done

Local intranet

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CSCC- Partner Opportunity Manager

Opportunity Filters - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://tools.cisco.com/CustAdv/ServiceSales/pom/filterSetPage.do?methodName=createFilterSet> Go Links

Create New Filter Set

Search CSCC Select Search Category

Dashboard > Opportunities > Partner Opportunity Manager > Create Filter Set

General Contracts Opportunities Estimates/Quotes Administration

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Opportunity Filters Action Select One GO

Filter Set Name and Description

Filter Set Name:

Description:

Primary Grouping:

Secondary Grouping:

☐ Show \$0 Items

Filter Details

Targeted Items

☒ For All Customers ☐ For Selected Customers

☒ For All Contracts ☐ For Selected Contracts Only

☒ For All Products ☐ For Selected Products Only

☒ For All Product Categories ☐ For Selected Categories Only

☐ A ☐ B ☐ C ☐ D ☐ N/A ☐ S

Local intranet

start

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CSCC- Partner Opportunity Manager

Filter Details

Targeted Items

☒ For All Customers
☐ For Selected Customers Only

☒ For All Contracts
☐ For Selected Contracts Only

☒ For All Products
☐ For Selected Products Only

☒ For All Product Categories
☐ For Selected Categories Only

☐ A
☐ B
☐ C
☐ D
☐ N/A
☐ S

☒ For All Service Levels/Programs
☐ For Selected Service Levels/Programs Only

☒ For All Installed Site IDs
☐ For Selected Installed Site IDs Only

☒ For All Installed Site Regions
☐ For Selected Regions Only

☒ For All End Dates
☐ For Specified End Date Ranges Only
☐ For Relative End Date Range

End Date From (DD/MMM/YYYY)

End Date To (DD/MMM/YYYY)

End Date From

End Date To

October, 2007

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

End Date From

End Date To

GO

Action on Targeted Filter
Filter Action

Advanced Filters

Clear Filter Details

Save

CSCC- Partner Opportunity Manager

Microsoft Excel - Copy of BEIJING POWERCOM-2 (2).xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

宋体 12 B I U

Reply with Changes... End Review...

L1

	A	B	C	D	E	F	G	H	I	J	K
1	Cisco Systems, Inc.										
2											
3	Service Contracts										
4											
5	NOTE:	Prices reflect list price at the time of the last pricing activity.									
6		Cisco's list prices may have changed. Please check Service Pricing									
7		under the Reseller Tools button or contact your Service Contract Sales									
8		Rep. to obtain current list prices.									
9											
10	Contract #:	2932900									
11	Effective From:	8-Nov-05									
12	Effective To:	7-Nov-07									
13	Service Type:	SMB Support Assistant(SMBS)									
14											
15	BillTo Customer:	5551489256									
16											
17	BEIJING XXXXXX TECHNOLOGIES LTD										
18	3 FBUILDING AGEM TECHCENTER										
19	BEIJING,BJ 100085										
20	CHINA										
21											
22	Site:	130203581									
23											
24	CHINA UNICOM JIANG XI BRANCH										
25	HUO JV DA DAO 566 HAO HAO XIN KAI FA QU										
26	NANCHANG,JX 330029										
27	CHINA										
28											
29	Contract #	Contract Stat	Contract Ty	Bill-To Id	Billto Name	Billto Ac	Billto Ac	Billto Ac	Billto Ci	Billto St	Billto Zip
30	2932900	ACTIVE	SMBS	130202377	BEIJING POW	3 FBUILDING AGEM	TECHCENTER	BEIJING	BJ	100085	
31	2932900	ACTIVE	SMBS	130202377	BEIJING POW	3 FBUILDING AGEM	TECHCENTER	BEIJING	BJ	100085	

Renewal

系统将通过邮件把你所要查找的所有合同的详细信息发给下单商务人员

服务合同的详细信息
产品序列号及服务定单号等

如何提高服务合同续保率



思科合作伙伴

- 商务人员从**POM** 或**PMC**下载服务合同续保信息

- 根据服务合同的最终用户信息, 发给相应的负责该用户的销售人员

- 跟踪销售人员的销售情况并取得合同续保的反馈信息

- 与思科的服务销售支持团队联系, 通过**CSCC**向思科提交服务续保定单

思科售后服务培训专员

Anita Che

Email ID: anuo@cisco.com

Tel: 010-85185576

Jenny Loo

Email ID: jeloo@cisco.com

Tel: 00852-25884772

CSCC URL:

<http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction>

祝你成功！

**THANK
YOU!**

