

Entrenamiento CSC – Customer Services Center

Port. Vers 1.1

Entrenamiento para Partners

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Translated by Andres Franco



CSC – Customer Service Center

CSC- Customer Service Center es un portal unificado para acceder y gestionar todos sus casos relacionados con producto y servicio. El nuevo portal unificado consolida y reemplaza una serie de portales para el manejo de casos existentes y está diseñado para facilitar el seguimiento y la visibilidad caso.

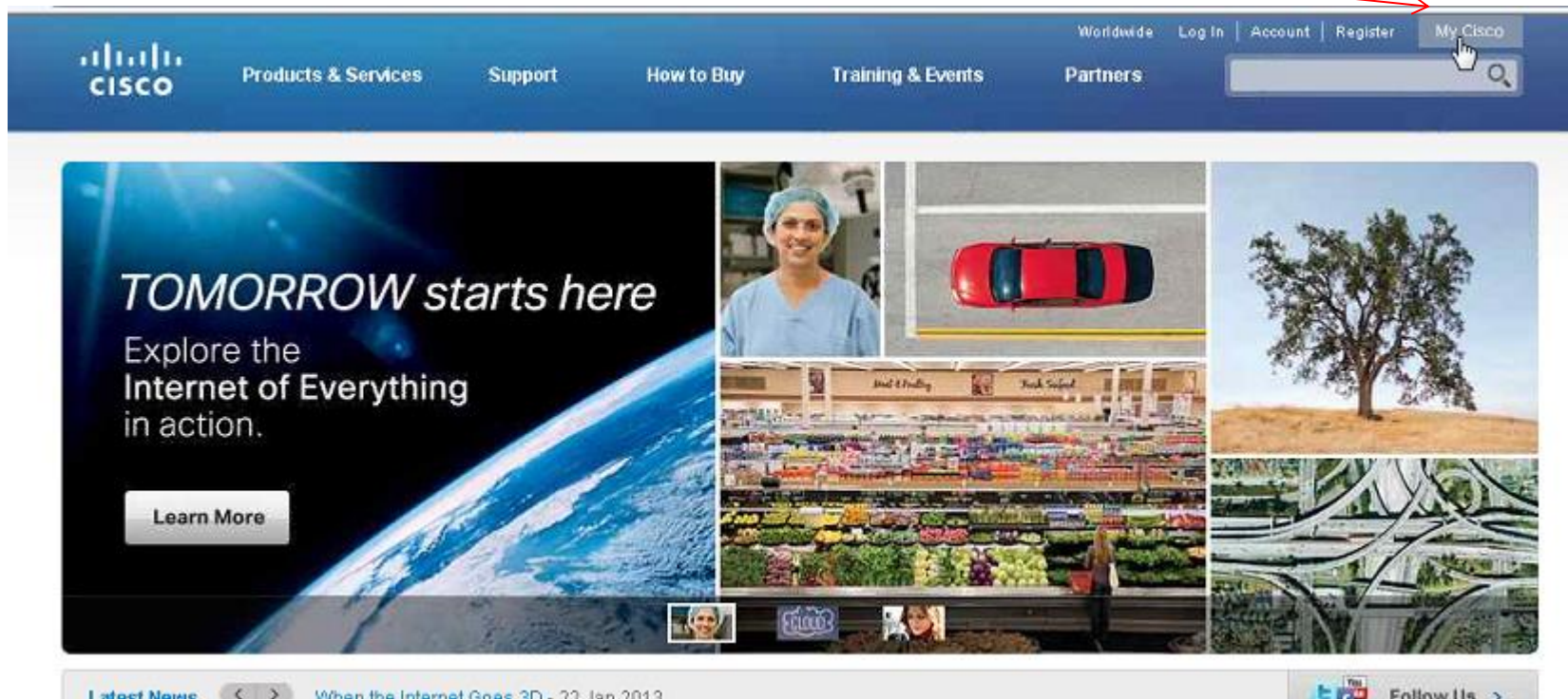


Como acceder a esta Herramienta

Para acceder Usted necesitará su ID de usuario Cisco.com. Si usted no tiene el ID de usuario de Cisco.com, usted debe registrarse.

Ir a Cisco www.cisco.com

- En la página de Cisco haga clic en Mi Cisco

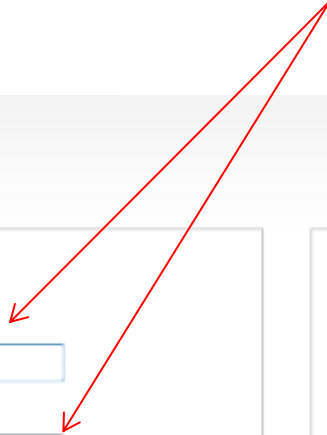


Como acceder a esta Herramienta

- Se abrirá la página Iniciar sesión



- Digite su *User Name* e *Password*



Log In

Choose language of Login:

Log into an Existing Account

User Name

Password

[Forgot your user ID and/or password?](#)

Create A New Account

There are various levels of access depending on your relationship with Cisco. Review the [benefits of registration](#) and find the level that is most appropriate for you.



Como acceder a esta Herramienta

The screenshot displays the Cisco My Cisco workspace. 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 this is a search bar. A banner titled "Customize Your Experience" encourages users to choose modules and provides links for "Get Help" and "Submit Feedback".

On the left side, there is a "Choose by Role" section with a list of roles: Admin / Operations, Purchasing / Procurement, Sales / Marketing, Technical / Engr / Arch, and Company Management. The "All" role is currently selected.

The main content area features several modules, each with an "Add to My Cisco" button:

- Customer Service Central**: A new module for managing customer service cases, available for Workspace. It includes an "Add to My Cisco" button.
- Added Devices**: A module for tracking devices, already added to the workspace. It includes an "Add to My Cisco" button.
- Available Promotions**: A module for active promotions, only available for Workspace. It includes an "Add to My Cisco" button.
- Bookmarks**: A module for accessing favorite pages, already added to the workspace. It includes an "Add to My Cisco" button.
- Cisco Support Community (NetPro)**: A module for subscribing to support discussions, only available for Workspace. It includes an "Add to My Cisco" button.
- Collaboration Spaces**: A module for accessing WebEx Connect Spaces, already added to the workspace. It includes an "Add to My Cisco" button.

At the top right of the main content area, there is a "Catalog Language" dropdown menu set to "English - Worldwide".

• Hacer Click en + ADD → Add Modules
MODULOS

• NO 1º marco verde en el lado izquierdo de la pantalla -
Nuevo: Haga clic en Añadir a Mi Cisco



Como acceder a esta Herramienta

- Aparecerá un Mensaje : *Customer Service Central has been added to My Cisco Workspace.*
- Hacer Click en *SEE Workspace*

Add Modules

Customize Your Experience
Choose the modules you want. Click on a role for module recommendations. Click "See Workspace" to see your modules on a single page.
[Get Help](#) | [Submit Feedback](#) | IE8 or Firefox 3 and up are recommended.

See Workspace

Catalog Language: English - Worldwide

All

My Modules

Choose by Role

Admin / Operations

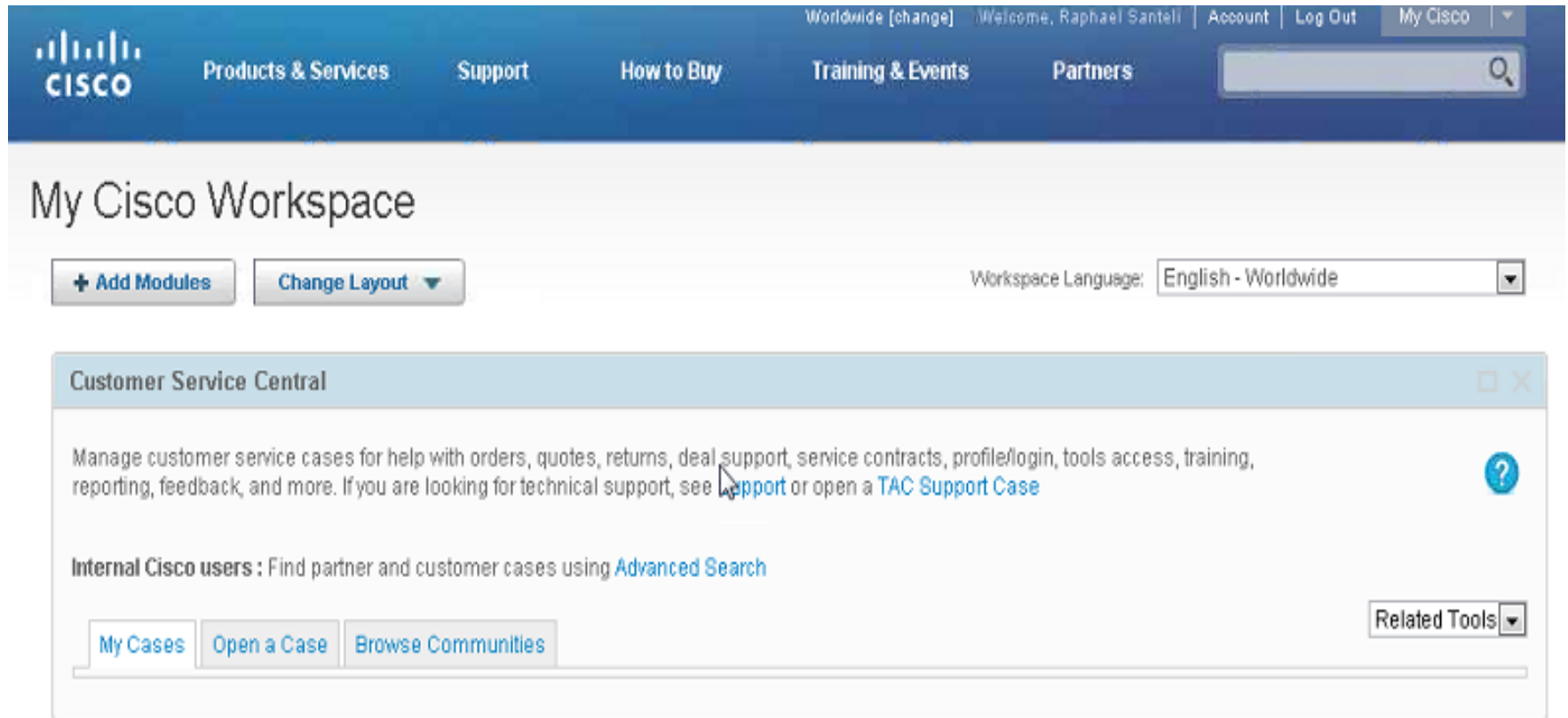
Customer Service Central NEW!
Already added to
✓ Workspace

Added Devices
Add to My Cisco
Already added to
✓ Menu

Available Promotions
Add to My Cisco
Only available for Workspace

Como acceder a esta Herramienta

- Abrirá la Pagina de *My Cisco Workspace*



The screenshot displays the My Cisco Workspace interface. At the top, there is a dark blue navigation bar with the Cisco logo on the left and navigation links for Products & Services, Support, How to Buy, Training & Events, and Partners. On the right side of the bar, there are links for Worldwide [change], Welcome, Raphael Santelli, Account, Log Out, and My Cisco. A search bar is also present. Below the navigation bar, the main content area is titled "My Cisco Workspace". It features two buttons: "+ Add Modules" and "Change Layout". To the right, there is a "Workspace Language" dropdown menu set to "English - Worldwide". The main content area is divided into a "Customer Service Central" section, which includes a description of the tool's capabilities, a link to "Support", and a link to "TAC Support Case". Below this, there is a section for "Internal Cisco users" with a link to "Advanced Search". At the bottom of the section, there are three buttons: "My Cases", "Open a Case", and "Browse Communities". A "Related Tools" dropdown menu is also visible.

- La pagina de *My Cisco Workspace* uno tiene 3 taps, *My Case*, *Open a Case* e *Browse Communities*.

Como abrir un caso: Paso 1

- Hacer Click en *Open a Case*
- Paso 1.º : Seleccione el tipo de caso:

– Tiene columnas con diferentes categorías relacionadas con qué tipo de caso está abriendo.

– En la categoría elegida, seleccione el tema que se adapte a su problema.

- Los otros pasos se expandirá en conformidad con lo que se ha seleccionado en el paso 1.

The screenshot displays the 'My Cisco Workspace' interface. At the top, there are buttons for 'Add Modules' and 'Change Layout', and a language dropdown set to 'English - Worldwide'. Below this is a window titled 'Customer Service Central' with a description of its purpose and a help icon. The main content area has three tabs: 'My Cases', 'Open a Case', and 'Self-Service'. The 'Open a Case' tab is active, showing a grid of case categories. The first step is 'Step 1 Tell us what type of case', which includes columns for Sales Support, Quotes, Program & Tool Support, Orders, and Contracts and Licenses. Each category has a 'View All' link. A 'Bookmarked templates' button is also visible. Below the grid are four steps: 'Step 2 Describe the issue', 'Step 3 Provide additional case details', and 'Step 4 Confirm contact details and submit'.

My Cisco Workspace

+ Add Modules Change Layout

Workspace Language: English - Worldwide

Customer Service Central

Manage customer service cases for help with orders, quotes, returns, deal support, service contracts, profile/login, tools access, training, reporting, feedback, and more. If you are looking for technical support, see [Support](#) or open a [TAC Support Case](#)

My Cases Open a Case Self-Service Reports Related Tools

Step 1 Tell us what type of case

Sales Support	Quotes	Program & Tool Support	Orders	Contracts and Licenses	Last used: None found
Sales Credit and Claiming	Create Advanced Services Quote	Reporting Support	Manufacturing Order Query	Terminations	Bookmarked templates
Account and Territory	Edit Quote	Create or Update Profile	Changes	Add Missing Items to Contracts	
Hierarchy and Assignment	New Estimate	General CCW Support	Executive Expedite	Contract Edits and Moves	Not finding the template you need?
Cisco Ready	New Quote	Other Tool Access	Existing Returns	Product Edits and Moves	View the index of all case templates
View All	View All	View All	View All	View All	

Step 2 Describe the issue

Step 3 Provide additional case details

Step 4 Confirm contact details and submit

Como abrir un caso: Paso 2

- En el Paso 2 describe el problema:
- Rellene los campos posibles de información requeridos y mayor nivel de detalle.
- Al colocar el cursor en el campo aparecerá globos informativos explicando lo llene en cada campo.

My Cases Open a Case Self-Service Reports Related Tools

Step 1 Tell us what type of case

Sales Support	Quotes	Program & Tool Support	Orders	Contracts and Licenses	Last used: None found
Sales Credit and Claiming	Create Advanced Services Quote	Reporting Support	Manufacturing Order Query	Terminations	Bookmarked templates
Account and Territory	Edit Quote	Create or Update Profile	Changes	Add Missing Items to Contracts	
Hierarchy and Assignment	New Estimate	General CCW Support	Executive Expedite	Contract Edits and Moves	Not finding the template you need?
Cisco Ready	New Quote	Other Tool Access	Existing Returns	Product Edits and Moves	View the index of all case templates
View All	View All	View All	View All	View All	

Step 2 Describe the issue

Type of Quote, Estimate or Deal? (Required) What is the subject? (Required)

CSCC for 1 Tier / Direct ▼

service level

Is this inquiry for the U.S. Federal Government? (Required)

No Yes

Please describe the issue in detail. (Required)

This is A TEST ONLY

Attach a file or screenshot



Como abrir un caso: Paso 2

1. Adjuntar un archivo o screenshot - (sólo se puede adjuntar un archivo a la vez o con un máximo de 20 MB)
2. Aquí también aparece el botón para chatear con un agente (Hable con un agente)
3. Después de llenar los campos (y adjuntar el archivo), haga clic en Siguiente (Next)

Step 2 Describe the issue


What type of estimate? (Required) What is the subject? (Required)


CSCC for 1 Tier / Direct

Is this inquiry for the U.S. Federal Government? (Required)

No Yes

Please describe the issue in detail. (Required)

1  Attach a file or screenshot

2  Chat with an Agent **3**

Step 3 Provide additional case details

Step 4 Confirm contact details and submit



Como abrir un caso: Paso 3

- El Paso 3 Proporcione detalles adicionales del caso
 - Rellene los campos obligatorios
 - En Segmento seleccionar LATAM, como el caso irá a los agentes que hablan Portugués

Step 3 Provide additional case details

Deal ID#

Discount Type

Opportunity Deal ID#

Quote# (Required)

Quote Size (Number of Lines)

Segment (Required)

Service Program/Acquisition



Como abrir un caso: Paso 4

El 4, paso es confirmar la información de contacto y enviar el caso

1. Seleccione la tabla> Este caso tiene un contacto alternativo (Opcional) para añadir la información de contacto.
2. Seleccione la casilla para enviar una copia de todo el intercambio de correos electrónicos a otro contacto (Opcional)
3. Al seleccionar Marca esta plantilla del caso para el futuro usuario usted anota este modelo de casos como favorito para su uso futuro.
4. Enviar caso (Presentar el asunto) y / o Guardar borrador (Guardar borrador) y / o en Cancelar (Cancel)

Step 4 Confirm contact details and submit

1 This case has an alternative contact (Optional)

Contact name	Contact email	Contact phone
<input type="text" value="Adriana"/>	<input type="text" value="adhoneyc@cisco.com"/>	<input type="text" value="111-111-1111"/>

2 Send a copy of all email correspondence to another contact (Optional)

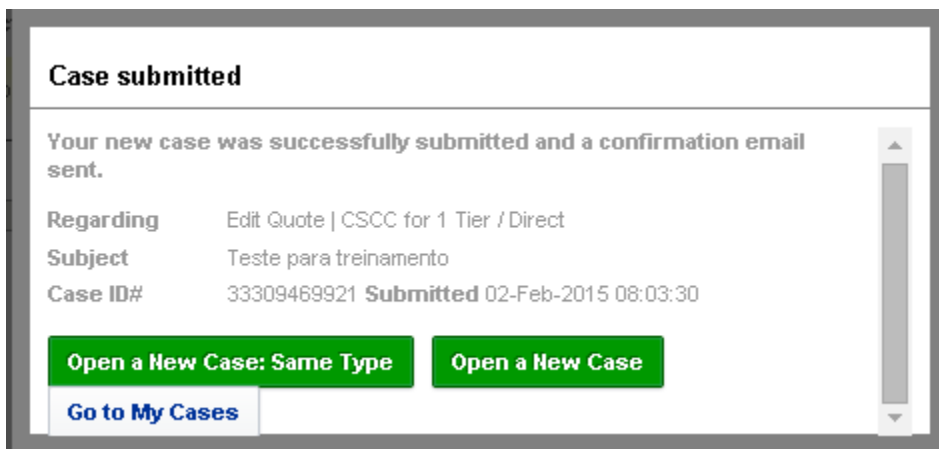
Contact email

3 Bookmark this case template for future use (Optional)

4

Como abrir un caso

- Una vez abierto el caso llega a la confirmación.



- Al hacer clic en *GO TO MY CASES*, Este caso está en la lista, se muestra el número y información que eran adicionadas.

Meus casos | Abra um caso | Procurar comunidades | Relatórios | Ferramentas relacionadas

Procurar Seleccione [] Proseguir Pesquisa avançada. Baixar | Enviar | Imprimir

Nº da ID do caso	Assunto	Status	Modificado	Nº da OS	Nº da OC	Nº
33307917093	populating the virus message f... Hi i am facing problems since ...	Fechado	11-Sep-2014	-	-	-
33309469921	Teste para treinamento Desconsidere este caso é apena...	Caso enviado	02-Feb-2015	-	-	1234

Como abrir un caso

- Al hacer clic en el número de caso para ver la información que fue adicionada.

My Cases Open a Case Self-Service Reports Related Tools

Case# 33309469921 Details

[My Cases \(Home\)](#) > **Case# 33309469921**

[Edit/Update](#) [Request to Close](#) [Copy This Case](#) [Print](#) [Prioritize](#) [Flag](#)

Subject:	Teste para treinamento		
Status:	<input checked="" type="checkbox"/> Case Submitted	Submitted:	02-Feb-2015
SO #	-	Submitted By Email:	Adriana Honeycutt (adhoneyc)
PO #	-		adhoneyc@cisco.com
Quote #	1234		+1 305 513 5306
Deal ID#	-	Alternate Contact:	Adriana Honeycutt
Service Contract #	-		adhoneyc@cisco.com
			305 513 5306
		Customer Service Representative:	-
Email Copy To:	-		
Attachments:	None		
Description:	Desconsiderare este caso é apenas teste para treinamento.		

Como buscar un caso

En mi caso pestaña aparece todos los casos abiertos por usted. Por esta razón, los filtros de búsqueda fueron creados que son dos:

1. *Find* – filtro de busqueda simple

- Seleccione el filtro que se ajuste a sus necesidades.
- Dependiendo del filtro seleccionado puede o no puede abrir otro filtro
- Clic GO.

The screenshot shows a web interface for case management. At the top, there are tabs for 'My Cases', 'Open a Case', and 'Browse Communities'. A 'Related Tools' dropdown is visible on the right. Below the tabs is a search area with a 'Find' dropdown menu, a filter dropdown set to 'My Open Cases', a 'Go' button, and a link for 'Advanced Search'. The 'Find' dropdown is open, showing options like 'Status', 'Case ID#', 'S.O. #', 'P.O. #', 'Quote #', 'Service Contract #', 'Submitted By Email', and 'Modified Date'. A table of cases is displayed below, with columns for Case ID, Status, Modified, SO #, PO #, Quote #, and Service Contract #. The table contains three rows of data. At the bottom right, it shows '1 - 4 of 4 results' with navigation arrows.

Case ID	Status	Modified	SO #	PO #	Quote #	Service Contract #
Draft	Draft	23-Jan-2013	-	-	-	-
33302738807	Case Submitted	23-Jan-2013	-	-	39857...	98685...
33302738614	Case Closure Requested	23-Jan-2013	-	-	-	95848...

Como buscar un caso

2. *Advanced Search* – filtro de búsqueda avanzada.

- Al seleccionar *Advanced Search* se abrirá los mismos filtros que posee la búsqueda simple. La diferencia es que usted puede seleccionar vários filtros o una combinación de ellos simultáneamente. Además de seleccionar también el período en el que se abren o se cierran los casos.

Customer Service Central

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Internal Cisco users : Find partner and customer cases using [Advanced Search](#)

[My Cases](#) [Open a Case](#) [Browse Communities](#) Related Tools ▾

Advanced Search

[My Cases \(Home\)](#) > Advanced Search

Fill in any fields, as needed

Status: All Cases Case Submitted Working Needs Requestor Input Case updated Case Closure Requested Closed Draft Received by Agent

Keyword: Subject and Description Containing

Date: Between To

Unique Identifier:

Case ID#	<input type="text"/>	PO #	<input type="text"/>
SO #	<input type="text"/>	Service Order#	<input type="text"/>
Quote #	<input type="text"/>	AA#	<input type="text"/>
RMA#	<input type="text"/>	Deal ID#	<input type="text"/>
Web Order#	<input type="text"/>	Customer ID#	<input type="text"/>
Market Place ID#	<input type="text"/>		

Submitted By Me Anyone at my company Anyone Anyone with the following information

Email:

First and/or Last Name

Email Address

Navegando *My Case*

En la pestaña Mis Casos, la columna Estado muestra varios iconos.

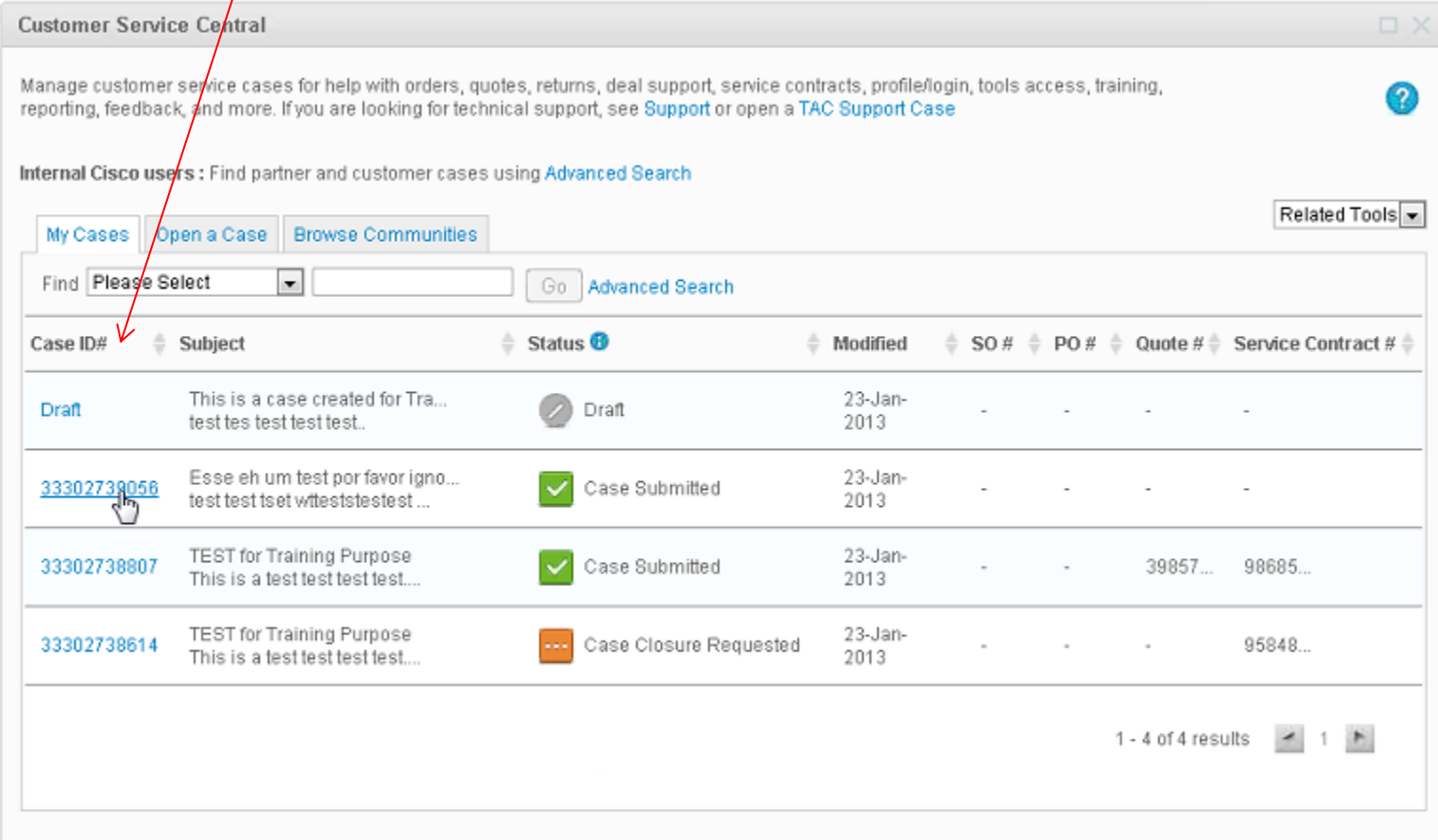
- Al hacer clic en el Incono delante de la palabra de STATUS, una ventana con los iconos (símbolos) y lo que significa cada y aparece mencionada.

The screenshot shows the 'Customer Service Central' interface. At the top, there's a header with navigation links like 'My Cases', 'Open a Case', and 'Browse Communities'. Below that is a search bar with a dropdown menu set to 'Please Select'. The main area displays a table of cases with columns for Case ID#, Subject, and Status. A tooltip titled 'Case Status' is open, showing a legend for various status icons: Draft (grey circle with slash), Case Submitted and Case Updated (green checkmark), Received by Agent, Working, or Case Closure Requested (orange square with dots), Needs Requestor Input (red circle with X), and Closed (black square).

Case ID#	Subject	Status
	This is a case created for Tra... test tes test test test..	Draft
33302739056	Esse eh um test por favor igno... test test tset wteststestest ...	Case Submitted and Case Updated
33302738807	TEST for Training Purpose This is a test test test test....	Case Submitted
33302738614	TEST for Training Purpose This is a test test test test....	Case Closure Requested

Cómo actualizar o cerrar un caso?

1. Haga clic en el caseID # (código número / caso). Muestra una ventana con los detalles del caso;



Customer Service Central

Manage customer service cases for help with orders, quotes, returns, deal support, service contracts, profile/login, tools access, training, reporting, feedback, and more. If you are looking for technical support, see [Support](#) or open a [TAC Support Case](#)

Internal Cisco users: Find partner and customer cases using [Advanced Search](#)

My Cases | [Open a Case](#) | [Browse Communities](#) | [Related Tools](#)

Find [Advanced Search](#)

Case ID#	Subject	Status	Modified	SO #	PO #	Quote #	Service Contract #
Draft	This is a case created for Tra... test tes test test test..	Draft	23-Jan-2013	-	-	-	-
33302739056	Esse eh um test por favor igno... test test tset wteststestest ...	Case Submitted	23-Jan-2013	-	-	-	-
33302738807	TEST for Training Purpose This is a test test test test...	Case Submitted	23-Jan-2013	-	-	39857...	98685...
33302738614	TEST for Training Purpose This is a test test test test...	Case Closure Requested	23-Jan-2013	-	-	-	95848...

1 - 4 of 4 results

Cómo actualizar o cerrar un caso?

2. En la línea / barra superior que ver las fichas: Editar / Actualizar (Edit / actualización); Solicitud de cierre (Solicitud de cierre); Copia este caso (Copia este caso); Imprimir (Print); Escalete (prioridad); Bandera (Flag)

Meus casos | Abra um caso | Procurar comunidades | Relatórios | Ferramentas relacionadas

Nº do caso 33309469921 Detalhes

Meus casos (Início) > Nº do caso 33309469921

[✎ Editar / atualizar](#) | [📄 Pedido de encerramento](#) | [📄 Copiar este caso](#) | [🖨 Imprimir](#) | [📌 Priorizar](#) | [🚩 Sinalizador](#)

Assunto: Teste para treinamento

Status: Caso enviado | **Enviado:** 02-Feb-2015

Nº da OS: - | **Enviado por:** Adriana Honeycutt (adhoneyc)

Nº da OC: - | adhoneyc@cisco.com

Nº do orçamento: 1234 | +1 305 513 5306

ID da venda: - | **Alternar Contato:** Adriana Honeycutt

Nº do contrato de serviço: - | adhoneyc@cisco.com

305 513 5306

Representante do atendimento ao cliente: -

Cópia de e-mail para: -

Anexos: nenhum

Descrição: Desconsidere este caso é apenas teste para treinamento.

- **Print (Imprimir)** - Imprime informação sobre o caso a exceção de los arquivos adjuntos;
- **Copy (Copia)** - sólo copia la información que aparece en la pantalla con la excepción de los archivos adjuntos y archivos de comentarios;

Meus casos
Abra um caso
Procurar comunidades

Relatórios
Ferramentas relacionadas

Nº do caso 33309469921 Detalhes

[Meus casos \(Início\)](#) > **Nº do caso 33309469921**

Editar / atualizar
 Pedido de encerramento
 Copiar este caso
 Imprimir
 Priorizar
 Sinalizador

Assunto:	Teste para treinamento		
Status:	<input checked="" type="checkbox"/> Caso enviado	Enviado:	02-Feb-2015
Nº da OS:	-	Enviado por:	Adriana Honeycutt (adhoneyc)
Nº da OC:	-		adhoneyc@cisco.com
Nº do orçamento:	1234		+1 305 513 5306
ID da venda:	-	Alternar Contato:	Adriana Honeycutt
Nº do contrato de serviço:	-		adhoneyc@cisco.com
			305 513 5306
		Representante do atendimento ao cliente:	-

Cópia de e-mail para: -

Anexos: nenhum

Descrição: Desconsidere este caso é apenas teste para treinamento.



Solicitud para cerrar (Solicitud de cierre) - hacer clic aparece tres opciones con las razones por las que desea cerrar el caso.

My Cases | Open a Case | Browse Communities | Related Tools

Request to Close

[My Cases\(Home\)](#) > [Case # 33302739056](#) > Request Close

Case Summary

Case ID:	33302739056	Status:	<input checked="" type="checkbox"/> Case Submitted	Submitted By Email:	Raphael Santeli (rsanteli)
Subject:	Esse eh um test por favor ignorar				
Description:	test test tset wrteststetstetstetstst setsts				

Why is this case no longer an issue?:

- Cisco has resolved the case
- I or someone at my company has resolved the case
- The issue no longer exists

Comment:

Seleccione una de las opciones, añadir un poco de cometas y haga clic en solicitud de cierre - icono de estado cambiará automáticamente;

Editar (Edit / Update) - para editar la información del evento.

- Sin campo Comentarios (cometa) agregar más archivos o información

Meus casos | Abra um caso | Procurar comunidades | Relatórios | Ferramentas relacionadas

Nº do caso 33309469921 Detalhes
Meus casos (Início) > Nº do caso 33309469921 > Atualizar caso

Assunto:	Teste para treinamento		
Status:	<input checked="" type="checkbox"/> Caso enviado	Enviado:	02-Feb-2015
Nº da OS:	-	Enviado por:	Adriana Honeycutt (adhoneyc)
Nº da OC:	-		adhoneyc@cisco.com
Nº do orçamento:	1234		+1 305 513 5306
ID da venda:	-	Alternar Contato:	Adriana Honeycutt
Nº do contrato de serviço:	-		adhoneyc@cisco.com
			305 513 5306
		Representante do atendimento ao cliente:	-

Cópia de e-mail para:

Anexos: Nenhum arquivo selecionado

Comentários: Público Privado

- No se puede cambiar el caso y Encaja número de identificación. Si el número de identificación es incorrecta, informar del error y el número correcto de los comentarios de la columna (Comentarios).
- Haga clic en Guardar cambios (Save Changes). El archivo se mostrará con los cambios realizados.

- Haga clic en el **My Case** y el estado del caso ha sido actualizado.
- Sólo puede editar un caso abierto, incluso antes de que el mismo cierre. Después del cierre, el caso sólo puede volver a abrir el plazo de 3 semanas. Después de este período, la única alternativa que hacer es copiar el caso y crear una nueva.

Customer Service Central

Case ID 33302739056 has been updated.

Manage customer service cases for help with orders, quotes, returns, deal support, service contracts, profile/login, tools access, training, reporting, feedback, and more. If you are looking for technical support, see [Support](#) or open a [TAC Support Case](#)

Internal Cisco users : Find partner and customer cases using [Advanced Search](#)

My Cases Open a Case Browse Communities

Case #33302739056 Details

My Cases (Home) > Case # 33302739056

Edit/Update Request to Close Copy This Case Print Escalate

Subject: Esse eh um test por favor ignorar

Status: Case Submitted **Submitted:** 23-Jan-2013

SO #: - **Submitted By Email:** Raphael Santeli (rsanteli)

PO #: - **rsanteli@cisco.com**

Quote #: - **+1 305 513 5308**

Deal ID#: 45984985 **Alternate Contact:** Raphael

Service Contract #: - **rantelli@hotmail.co**

Email Copy To: -

Attachments: 1_Many Training Sessions Q2FY13_excel (total)_FINAL (w-links) - 121119.xlsx
1_Many Training Sessions Q2FY13_excel (total)_FINAL (w-links) - 121119.xlsx

Comments: 2013-01-23 12:05:30.0 PST, Raphael Santeli, Cisco Systems, Inc.
O numero correto do DiD eh: 23432434

Related Tools

My Cases Open a Case Browse Communities

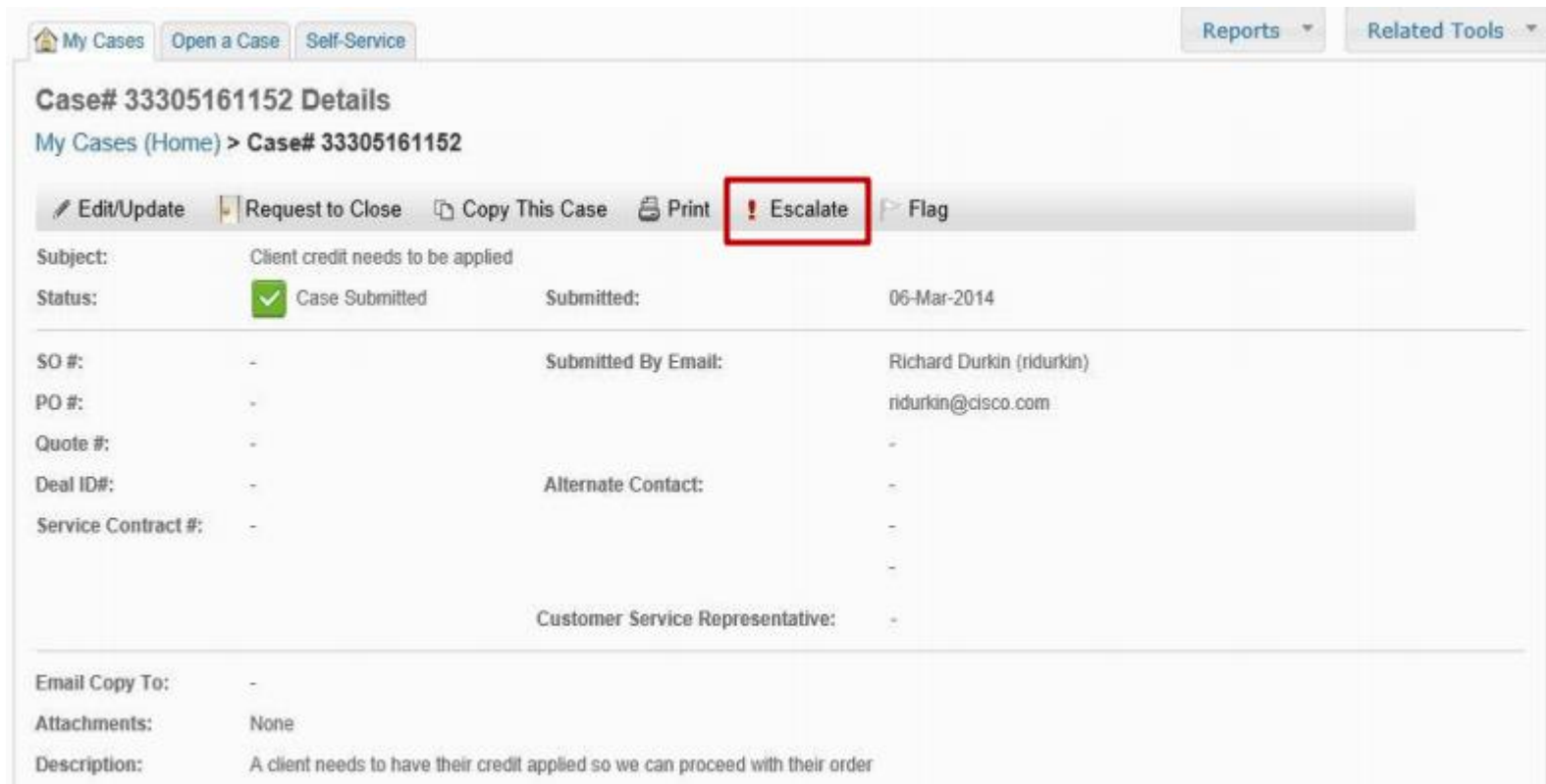
Find Please Select Go Advanced Search

Case ID#	Subject	Status	Modified
Draft	This is a case created for Tra... test tes test test test..	Draft	23-Jan-2013
33302739056	Esse eh um test por favor igno... test test tset wteststestest ...	Case Submitted	23-Jan-2013
33302738807	TEST for Training Purpose This is a test test test test....	Case Submitted	23-Jan-2013
33302738614	TEST for Training Purpose This is a test test test test....	Case Closure Requested	23-Jan-2013

Escalar (Priorizar)

Pestaña Detalles del caso (si los detalles), haga clic en la opción Escalar (prioridad)

Nota: La opción Escalar, no será visible hasta que el caso complete 24 horas abierto. Una vez que el caso ha completado 24 horas, la opción Escalar aparece en la sentencia de la página de detalles.



The screenshot shows a user interface for case management. At the top, there are navigation tabs: 'My Cases', 'Open a Case', and 'Self-Service'. On the right, there are dropdown menus for 'Reports' and 'Related Tools'. The main heading is 'Case# 33305161152 Details', with a breadcrumb trail 'My Cases (Home) > Case# 33305161152'. Below the heading is a toolbar with several actions: 'Edit/Update', 'Request to Close', 'Copy This Case', 'Print', 'Escalate' (highlighted with a red box), and 'Flag'. The case details are organized into sections: 'Subject' (Client credit needs to be applied), 'Status' (Case Submitted with a green checkmark), 'Submitted' (06-Mar-2014), 'SO #', 'PO #', 'Quote #', 'Deal ID #', 'Service Contract #', 'Submitted By Email' (Richard Durkin (ridurkin) with email ridurkin@cisco.com), 'Alternate Contact', and 'Customer Service Representative'. At the bottom, there are fields for 'Email Copy To', 'Attachments' (None), and 'Description' (A client needs to have their credit applied so we can proceed with their order).

My Cases Open a Case Self-Service Reports Related Tools

Case# 33305161152 Details

My Cases (Home) > Case# 33305161152

Edit/Update Request to Close Copy This Case Print Escalate Flag

Subject: Client credit needs to be applied

Status: Case Submitted Submitted: 06-Mar-2014

SO #: - Submitted By Email: Richard Durkin (ridurkin)

PO #: - ridurkin@cisco.com

Quote #: -

Deal ID#: - Alternate Contact: -

Service Contract #: -

Customer Service Representative: -

Email Copy To: -

Attachments: None

Description: A client needs to have their credit applied so we can proceed with their order

Escalar (Priorizar)

1. Para empezar, seleccione los Códigos de motivo (código de razón) la proporción adecuada.

Razones para Escalar son:

- Error del agente - que se utiliza cuando el agente a cargo del caso cometió un error que afecta a la resolución del caso.
- Explicación Insatisfactorio - que se utiliza cuando no hay respuesta satisfactoria por parte del agente.
- Caso Edad / respuesta tardía - que se utiliza cuando un caso se está llevando más allá de la hora programada para la resolución o el agente no está respondiendo a las preguntas.
- Momento delicado - que se utiliza cuando el caso es una necesidad urgente que hay que resolver lo más rápido posible. Por ejemplo: PO espera y se ha de reservar dentro de una semana.

2. En las votaciones campo Añadir más

Informaciones

3. Clic en Escalar



Reason Codes:

- Agent Error
- Unsatisfactory explanation
- Case Age / delayed response
- Time sensitive

Comments:

Escalate Cancel

Escalar (Priorizar)

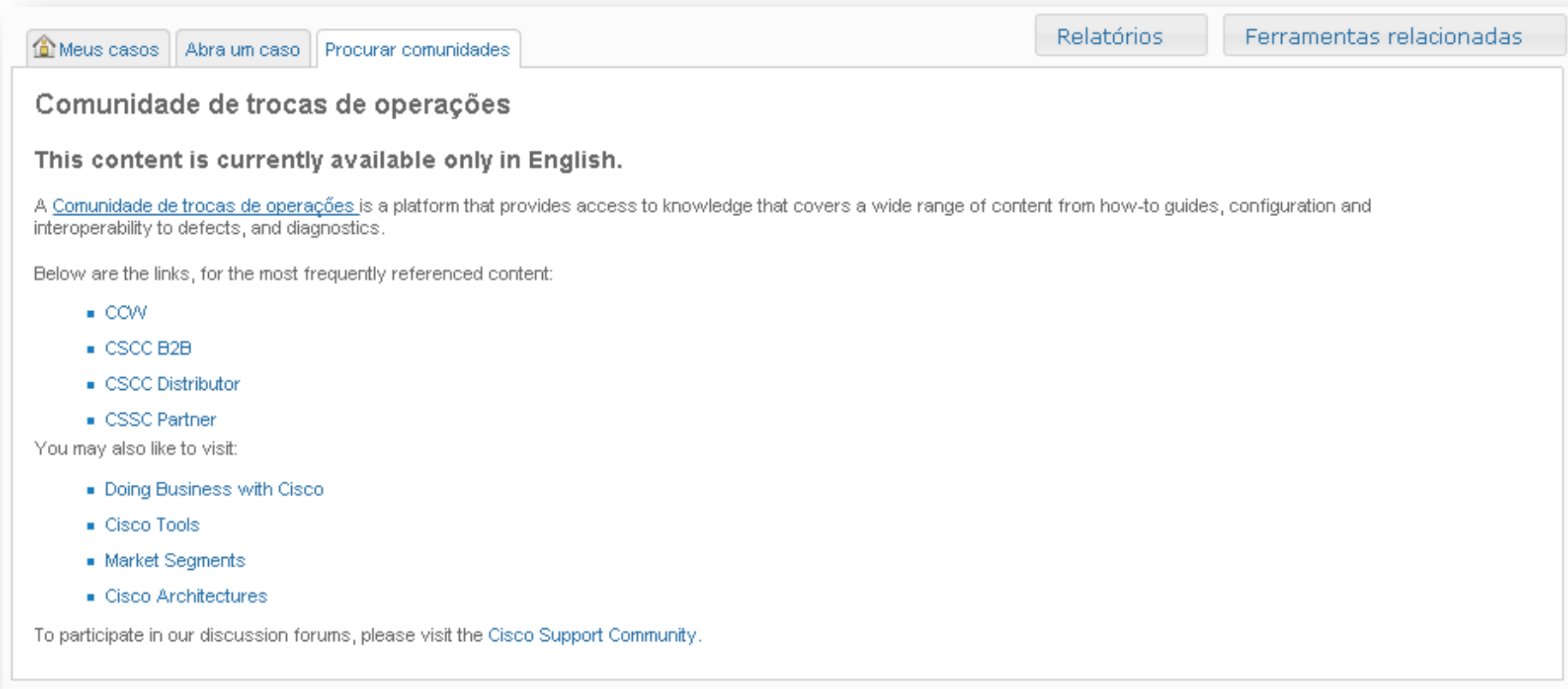
Después de hacer clic en el botón Escalete, aparecerá un mensaje de confirmación que confirma que su caso fue una prioridad. También habrá una flecha roja al lado de la columna de estado del caso en mis casos que indican que el caso ha sido remitido.

Case ID#	Subject	Status	Flag	Modified	SO #	PO #
33305161152	Client credit needs to be appl... A client needs to have their c...	✓ Case Submitted	🚩	06-Mar-2014	-	-
33305158360	High Value Order Dear Agent, This is a high val...	✓ Case Submitted	🚩	06-Mar-2014	1234	-
33305158095	Change product configuration I need to change the product c...	📈 ✓ Case Submitted	🚩	24-Feb-2014	-	-
33305158094	Change the product configurati... I need to change the product c...	⬛ Closed	🚩	22-Feb-2014	-	-
33305158093	Change on the Order There is a change on the order	⬛ Closed	🚩	22-Feb-2014	55	-
33305158092	Return to sender Need to return to sender	⬛ Closed	🚩	22-Feb-2014	-	13
33305158091	Order Status Question I have a question on the statu...	📈 ✓ Case Submitted	🚩	24-Feb-2014	-	-
33305158090	Contact Date Change The contact's date changed	📈 ✓ Case Submitted	🚩	06-Mar-2014	-	-



Pestana para navegar Comunidades (*Procurar comunidades*)

- Posee todos los enlaces a información sobre las herramientas de Cisco.
- Disponible sólo en Inglés



The screenshot shows a web interface with a navigation bar at the top. On the left, there are three tabs: 'Meus casos' (with a house icon), 'Abra um caso', and 'Procurar comunidades' (which is highlighted). On the right, there are two buttons: 'Relatórios' and 'Ferramentas relacionadas'. Below the navigation bar, the main content area is titled 'Comunidade de trocas de operações'. A message states: 'This content is currently available only in English.' Below this, a paragraph explains that the 'Comunidade de trocas de operações' is a platform for knowledge sharing, covering guides, configuration, interoperability, defects, and diagnostics. It then lists frequently referenced content links: CCW, CSCC B2B, CSCC Distributor, and CSSC Partner. A section titled 'You may also like to visit:' lists: Doing Business with Cisco, Cisco Tools, Market Segments, and Cisco Architectures. At the bottom, it invites users to participate in discussion forums by visiting the Cisco Support Community.

Meus casos Abra um caso **Procurar comunidades** Relatórios Ferramentas relacionadas

Comunidade de trocas de operações

This content is currently available only in English.

A [Comunidade de trocas de operações](#) is a platform that provides access to knowledge that covers a wide range of content from how-to guides, configuration and interoperability to defects, and diagnostics.

Below are the links, for the most frequently referenced content:

- [CCW](#)
- [CSCC B2B](#)
- [CSCC Distributor](#)
- [CSSC Partner](#)

You may also like to visit:

- [Doing Business with Cisco](#)
- [Cisco Tools](#)
- [Market Segments](#)
- [Cisco Architectures](#)

To participate in our discussion forums, please visit the [Cisco Support Community](#).

Thank You.



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