



cisco service support center

poweredbycisco.

WHEN YOU NEED ANSWERS.

CUSTOMER LOYALTY IS ABOUT SPEED AND CONFIDENCE. IF YOU CAN FIND ANSWERS REGARDING CISCO SERVICE PROGRAMS QUICKLY AND COMPETENTLY, YOUR CUSTOMERS WILL ALWAYS COME BACK FOR MORE.

Cisco® Service Support Center provides you with the gateway to a complete knowledge base of information you need on Cisco Service Programs and their related processes and tools. With a few clicks of a mouse you can find answers covering a vast array of topics, from routine enquiries to more comprehensive queries that have been encountered and resolved before. You can also open cases of your own if you have a question on a particular service sales query. It's fast and easy and it's free. (Please note this new interactive tool is a Service Sales and not a Technical Support function.)

SPEED = EASE OF USE

Cisco Service Support Center is easy to use. The interface is clear and logical and is designed to get you exactly where you need to be, fast. The key functions include: Easy searching of the comprehensive Cisco services knowledge base and your question is almost certainly not unique and the solution to it probably exists here. The knowledge base is organized into three broad categories, helping to accelerate navigation of the site:

- **Cisco Service Programs** contains all the information you require on Cisco programs such as Cisco SMARTnet®, Cisco SMB Support Assistant and Cisco Shared Support Programs as well as Cisco Advanced Services, such as Cisco Network Optimization Support (NOS) and Technology Application Support (TAS).
- **Service Tools** is the gateway to a range of powerful resources to help you register and manage service contracts, including facilities for tracking the history of a contract, opening new contracts and checking service availability for your customer's locality.
- **Sales Cycle** provides the answers you need for each stage of the sales process, from pricing a contract, providing a quote and booking an order, to the management of your installed base.

CONFIDENCE = ORGANIZATION

Open cases on a particular customer service sales query.

Where you have a question relating to specific customer issue, that is not covered by the existing knowledge base, you can ask the question online. We'll respond fast and, for the first time, you can track the whole process online through Cisco Service Support Center. This helps you to keep your customers right up to date and to progress rapidly to a satisfactory solution.

Track your history.

You can use Cisco Service Support Center as the online repository for your own knowledge base. As well as tracking the history of individual questions, you can interrogate all the cases and questions you have ever raised, avoiding duplication of effort and getting you answers as fast as you need them.



HOW TO USE CISCO SERVICE SUPPORT

→ LOG ON

- Log on to the Cisco Service Support website
<http://www.cisco.com/go/ssc> and request a login. You simply enter your e-mail address, select a password and create your profile by completing the mandatory fields.
- If you are a United States based user, doing business in Latin America, please select "Country: LATIN AMERICA" in your user profile

CISCO SYSTEMS Home | [Log In](#) | [Register](#) | [Contact Us](#)

Service Support Center

Questions & Answers Open a Case My Cases [Login](#)

Returning Users

Email address:

Password:

[Login](#)

If you have forgotten your Service Support Center password...

Email address:

[Email Me My Password](#)

If you do not have a Service Support Center account...

[Create a New Account](#)

Service Support Center

Questions & Answers Open a Case My Cases [Logout](#) [Help](#)

Logged in as: Vrina Viacava (If you are not Vrina Viacava click here)

Topic: Search Text (optional) [Search Tips](#) [Search](#)

Powered by **RIGHT NOW**

386 Answers Found Page: 1 of 20 [Go](#)

Summary	Access Level
1 What does the Access Level mean in the Answer List?	SSC Global - Int
2 What is the Cisco Service Support Center (SSC)?	SSC EMEA - External
3 How can I update a service contract with a partner new billing address?	SSC EMEA - Internal
4 How can I search my serial number to see if it is covered under a service contract?	SSC Global- Ext
5 What is the Serial Number Information Finder (SNIF)?	SSC Global- Ext
6 How do I create a new install site, update an address or update contact information on an existing s	SSC Global- Ext
7 How can I move products from one contract to another?	SSC Global- Ext
8 Where do I find a serial number on a product?	SSC Global- Ext
9 What service contract maintenance activities can I perform online using the Service Contract Center	SSC EMEA - External
10 Where can I find more information about the SCC Registration Tool (Cisco SMS)?	SSC Global- Ext
11 I just registered my contract why is the start date out one month?	SSC Global- Ext
12 What is the Cisco Warranty policy?	SSC Global- Ext
13 What is a Master Service Agreement (MSA)?	SSC Global- Ext
14 How can I contact the Cisco Technical Assistance Center (TAC)?	SSC Global- Ext
15 What are the eligibility requirements to move products from one contract to another?	SSC Global- Ext

→ CONSULTING THE KNOWLEDGE BASE

- Simply follow the Questions & Answers link and select the category you are enquiring about from the drop down list.
- You can also enter the key words related to your enquiry in the Search function.
- You will be presented with a list of the questions most likely to be relevant to your enquiry.
- From here, you can drill down to find exactly what you are looking for and browse the answers until you have what you need.
- The answers you select will also give you links to further answers or other relevant information within the knowledge base.

→ ASKING A QUESTION

- Go to the "Open a Case" link and enter your question as shown on the page.
- You can add attachments relevant to the question, such as screen dumps and files.
- This enables you to give us as much information as you can about anything that may affect the issue you are raising.
- The more data we have up front, the faster we can get you and your customer to a satisfactory conclusion.
- Once you have posted your question, you will be issued with a case number and we'll respond rapidly by e-mail.

Service Support Center

Questions & Answers Open a Case My Cases [Logout](#) [Help](#)

Logged in as: Vrina Viacava

In order for us answer your question more effectively, please select a topic below. * Denotes a required field.

* Topic:

CC:

Question Data

* Subject:

* Question:

Attach Documents

1 [Browse...](#) [Add Another Attachment](#)

When You are Done...

[Submit Request](#)

HOW TO USE CISCO SERVICE SUPPORT

Service Support Center

Questions & Answers Open a Case My Cases Logout Help

Logged in as: Edgardo Guzman

In order for us answer your question more effectively, please select a topic below. * Denotes a required field.

* Topic: Service Marketing Programs
Cisco Shared Support Program (CSSP)

CC: _____

Question Data

* Subject: _____

* Question: _____

Attach Documents



ASKING ABOUT CISCO SHARED SUPPORT PROGRAM (CSSP)

- Click on the "Open Case" link.
- Pull down the menu. Select "Services Marketing Programs".
- Pull down the menu again. Select "Cisco Shared Support Program (CSSP)".
- Pull down the menu one more time. Select the category that better fits the nature of your request.



ASKING QUESTIONS ABOUT CISCO UNIFIED COMMUNICATIONS OPERATE SERVICES

- Click on the "Open Case" link
- Pull-down the menu. Select "Services Marketing Programs"
- Pull-down the menu again. Select "Unified Communications Operate Service"
- Pull-down the menu one more time. Select the category that better fits the nature of your request

Service Support Center

Questions & Answers Open a Case My Cases Logout Help

Logged in as: Virna Viacava

In order for us answer your question more effectively, please select a topic below. * Denotes a required field.

* Topic: Service Marketing Programs
Unified Communications Operate Service
All Subs

CC: _____

Question Data

* Subject: _____

* Question: _____

Service Support Center

Questions & Answers Open a Case My Cases Logout Help

Logged in as: Virna Viacava. (If you are not Virna Viacava click here)

Support Requests
Check the status of your support requests or provide additional information.

Answer Update Notifications
Delete or renew update notification requests.

Service Support Center Profile
Update your Service Support Center account profile to set new preferences or reflect changes to your contact information.



TRACKING YOUR CASE HISTORY

- Once you have opened a case, you can use your case number to track its history online. Go to the "My Cases" link and click on "Support Request". You will see the list of all cases you have opened in the system. Click on the case number you need to see the details.
- During the course of the case resolution, you will automatically be kept up-to-date on progress via e-mail and through the system.

Find out more

Cisco Service Support Center can take hours off trial and error, searching and duplicated effort out of your service and support activities. It can also add real value to your whole customer service offering, speeding up problem resolution and arming you with the enhanced knowledge and resources that help to build stronger customer loyalty and satisfaction.

Find out more. Go to the Cisco Service Support Center website. <http://www.cisco.com/go/ssc>

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