

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.

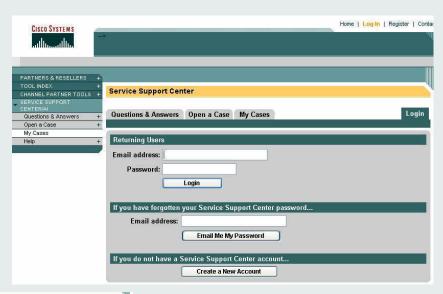
You can use Cisco Service Support Center as the online repository for your own knowledge base. As well as tracking the history of individual questions, you can interrogate all the cases and questions you have ever raised, avoiding duplication of effort and getting you answers as fast as you need them.

HOW TO USE CISCO SERVICE SUPPORT

\rightarrow

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







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.

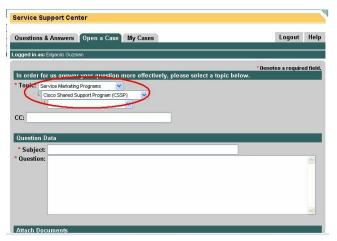


ASKING A QUESTION

- 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 Op	en a Case My Cases	Logout Help
ogged in as: Virna Viacava		
		* Denotes a required field
VICTOR AND ADDRESS OF THE PARTY	r question more effectively, please select a to	pic below.
Topic:	<u>*</u>	
CC:		
Second Second	-	
Question Data		1
* Subject:		i i
Question:		
		<u>v</u>
Attach Documents		
1	Browse Add Ano	ther Attachment
When You are Done		
Submit Request		

HOW TO USE CISCO SERVICE SUPPORT





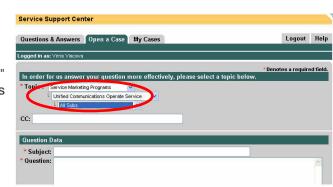
ASKING ABOUT CISCO SHARED SUPPORT PROGRAM (CSSP)

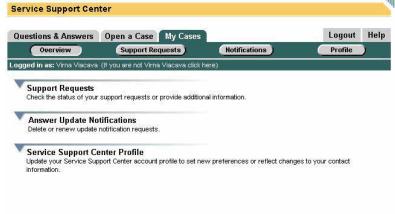
- Click on the "Open Case" link.
- Pull down the menu. Select "Services Marketing Programs".
- Pull down the menu again. Select "Cisco Shared Support
- Program (CSSP)".
 - Pull down the menu one more time. Select the category
- that better fits the nature of your request.



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







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



Corporate Headquarters

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706 USA www.cisco.com

Tel: 408 526-4000 800 553-NETS (6387) Fax: 408 526-4100

European Headquarters

Cisco Systems International BV Haarlerbergpark Haarlerbergweg 13-19 1101 CH Amsterdam The Netherlands www-europe.cisco.com Tel: 31 0 20 357 1000

Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706 USA

www.cisco.com Tel: 408 526-7660 Fax: 408 527-0883 Asia Pacific Headquarters

Cisco Systems, Inc. 168 Robinson Road #28-01 Capital Tower Singapore 068912 www.cisco.com

Tel: +65 6317 7777 Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the Cisco.com Website at www.cisco.com/go/offices.

Argentina · Australia · Austria · Belgium · Brazil · Bulgaria · Canada · Chile · China PRC · Colombia · Costa Rica · Croatia · Cyprus · Czech Republic Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy Japan · Korea · Luxembourg · Malaysia · Mexico · The Netherlands · New Zealand · Norway · Peru · Philippines · Poland · Portugal Puerto Rico · Romania · Russia · Saudi Arabia · Scotland · Singapore · Slovakia · Slovenia · South Africa · Spain · Sweden Switzerland · Taiwan · Thailand · Turkey · Ukraine · United Kingdom · United States · Venezuela · Vietnam · Zimbabwe

Copyright © 2005 Cisco Systems, Inc. All rights reserved. CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, Pro-Connect, RateMUX, ScriptShare, SlideCast, SMARTnet, StrataView Plus, TeleRouter, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.

Job number/productionID/printerID/date Lit # XXXXXX Printed in the USA