



# Introduction to My Cisco Partners



May 2010

[www.cisco.com/go/mycisco](http://www.cisco.com/go/mycisco)

# From Partner Workspace to My Cisco

The screenshot shows the My Cisco interface with a navigation bar at the top containing links for Solutions, Products & Services, Ordering, Support, Training & Events, Partner Central, and My Cisco. Below the navigation bar is a search bar and a 'Go' button. The main content area is titled 'Add Modules' and features a large blue banner for 'My Cisco - Now with Customization - Regular' with a sub-header and a 'Learn More' link. Below the banner is a 'See Workspace' link and a 'Catalog Language' dropdown menu set to 'English - Worldwide'. The interface is divided into several sections, each with a 'Pull Down' and 'Workspace' status indicator:

- Added Devices:** Keep track of all your devices from one convenient place to access device-specific integrated support information.
- Collaboration Spaces:** Access your WebEx Connect Spaces. Collaboration Spaces provides a safe secure place for Cisco Partners to share documents and more.
- Deals & Quotes:** Tracks all active global and local deals.
- Partner News:** Displays localized content of the latest Customized Partner Intelligence newsletter. Also offers Cisco corporate news in English.
- Recently Used Products:** Keep track of all your products, accessed in the support area, from one convenient place.
- Support Notifications:** Keep track of all your support notifications (e.g. Security Advisories, Field Notices).
- Training:** Monitors your training status. Provides links to course descriptions.

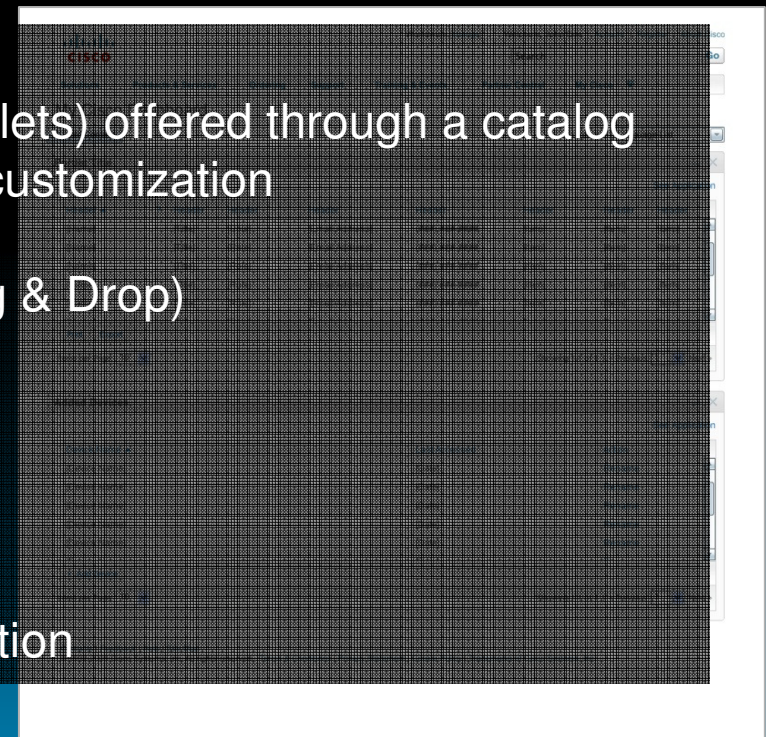
At the bottom, there is a note about language availability: 'Modules for the pull-down location of My Cisco are currently available in English only. Modules for My Cisco Workspace are currently available in these languages unless otherwise noted: Chinese (simplified), Czech, English, French, German, Italian, Japanese, Korean, Polish, Portuguese-Brazil, Russian, Spanish-EU, Spanish-LATAM, Thai, Turkish, Vietnamese.' Below this is a footer with links for Feedback, Help, Site Map, and copyright information: © 1992-2010 Cisco Systems Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems Inc.

## • New content in 2010:

- More than 20 modules (portlets) offered through a catalog
- Enhanced workspace with customization
  - Add/Remove modules
  - Reorder modules (Drag & Drop)

## • Existing features:

- Print and Export
- 17 languages supported
- Pagination
- Direct link to source application



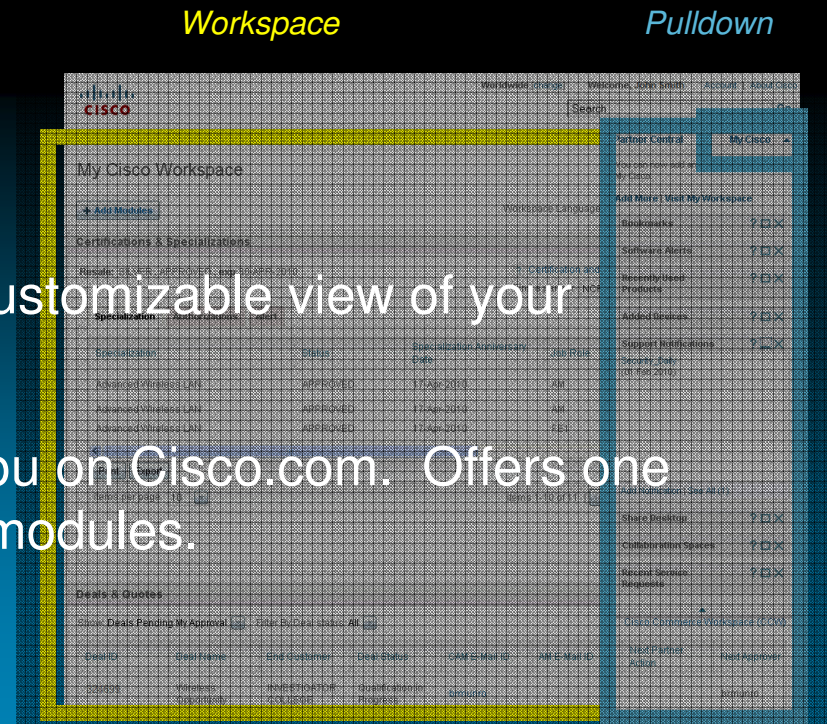


# My Cisco components

- **Catalog:** The single source of modules that can be added to your workspace and/or pulldown
- **Modules:** Self-contained unit of information populated from a larger application

## 2 formats:

- **Workspace:** Delivers an expanded, customizable view of your selected module content.
- **Pulldown:** Portable and travels with you on Cisco.com. Offers one personalized location for your selected modules.



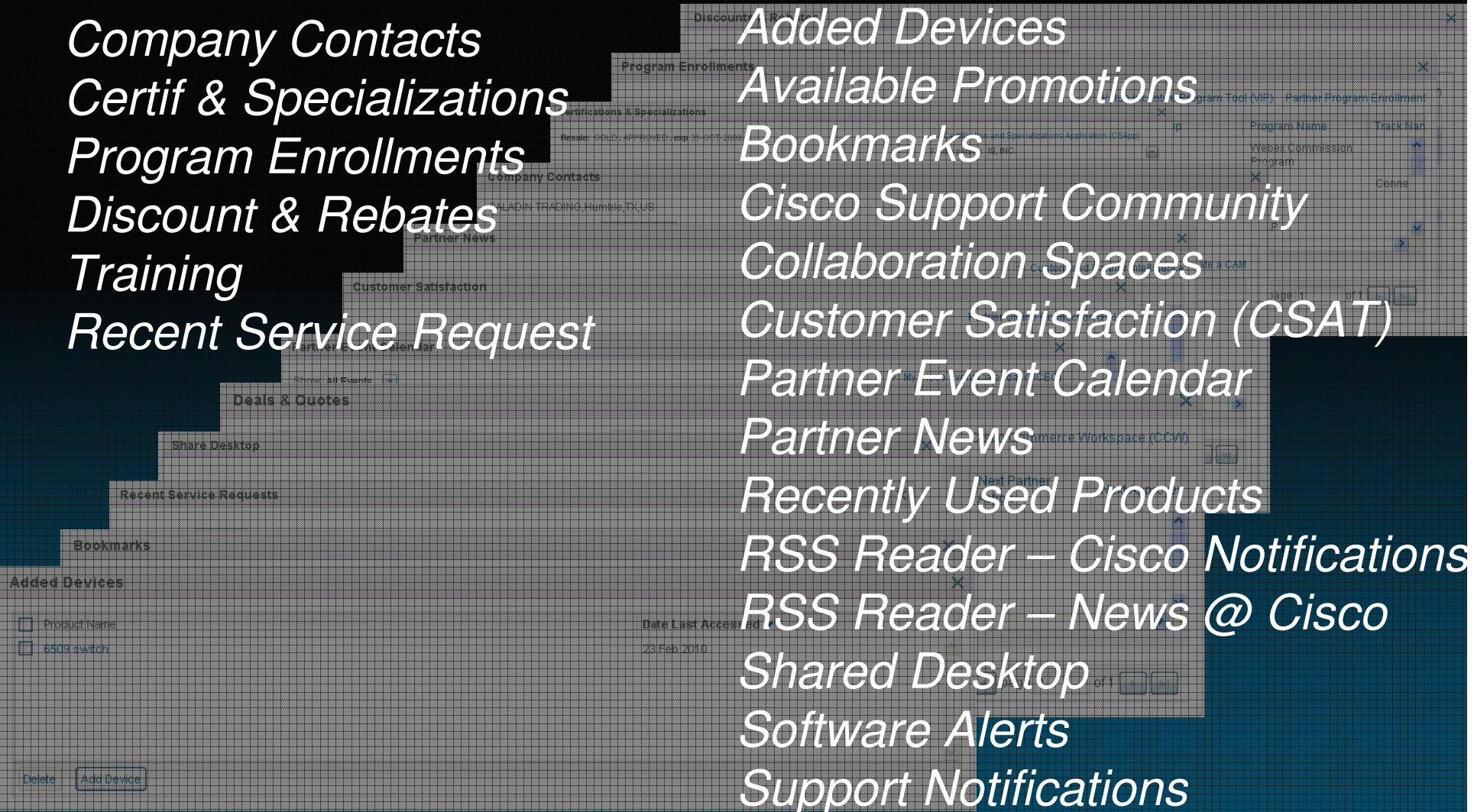
*Note: My Cisco pulldown only available in countries which have English Cisco page as of March 2010*

# My Cisco offering

*Deals & Quotes*  
*Company Contacts*  
*Certif & Specializations*  
*Program Enrollments*  
*Discount & Rebates*  
*Training*  
*Recent Service Request*

## *NEW in 2010*

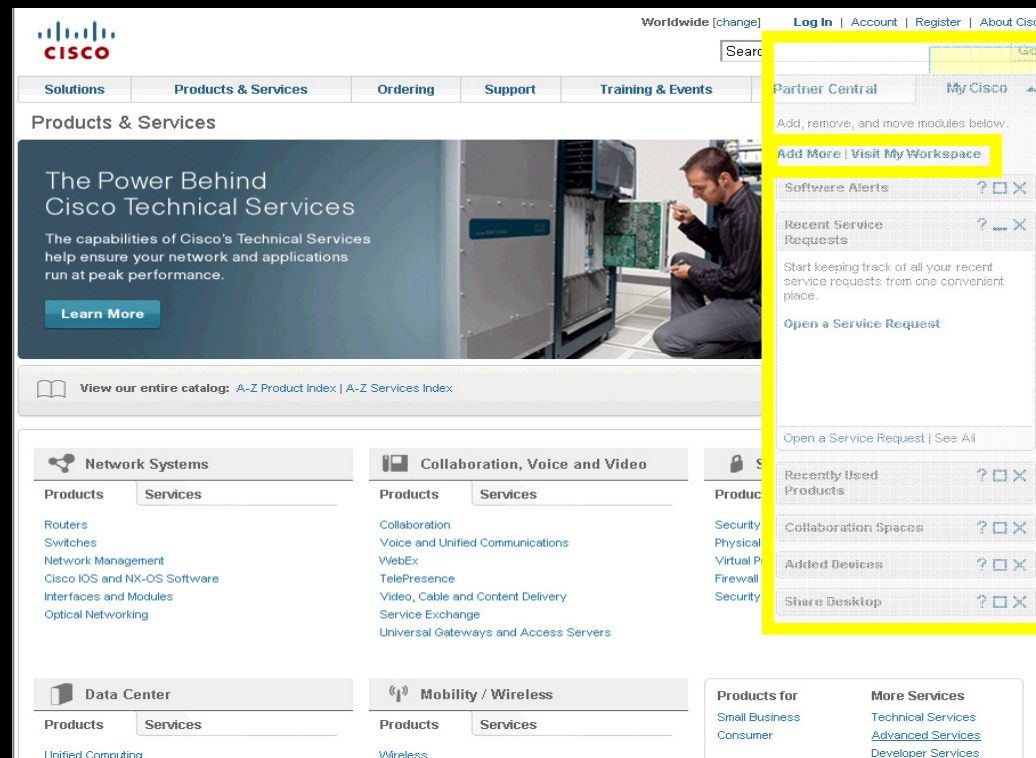
*Added Devices*  
*Available Promotions*  
*Bookmarks*  
*Cisco Support Community*  
*Collaboration Spaces*  
*Customer Satisfaction (CSAT)*  
*Partner Event Calendar*  
*Partner News*  
*Recently Used Products*  
*RSS Reader – Cisco Notifications*  
*RSS Reader – News @ Cisco*  
*Shared Desktop*  
*Software Alerts*  
*Support Notifications*



# 3 steps to build your workspace

## 1) Access the My Cisco catalog by going to :

- [www.cisco.com/go/mycisco](http://www.cisco.com/go/mycisco)
- Partner Central: [www.cisco.com/go/mycisco-partner](http://www.cisco.com/go/mycisco-partner)
- or the My Cisco pulldown visible from any Cisco.com sections (English only)



The screenshot displays the Cisco website's navigation and content. At the top, the Cisco logo is on the left, and navigation links for 'Worldwide [change]', 'Log In', 'Account', 'Register', and 'About Cisco' are on the right. A search bar is located below the navigation. The main navigation menu includes 'Solutions', 'Products & Services', 'Ordering', 'Support', and 'Training & Events'. The 'Products & Services' section is active, showing a banner for 'The Power Behind Cisco Technical Services' with a 'Learn More' button. Below the banner, there are links to 'View our entire catalog: A-Z Product Index | A-Z Services Index'. The main content area is divided into several categories: 'Network Systems', 'Collaboration, Voice and Video', 'Data Center', and 'Mobility / Wireless'. Each category has sub-sections for 'Products' and 'Services'. On the right side, a 'My Cisco' pulldown menu is open, showing options like 'Partner Central', 'Add More | Visit My Workspace', 'Software Alerts', 'Recent Service Requests', 'Open a Service Request', 'Recently Used Products', 'Collaboration Spaces', 'Added Devices', and 'Share Desktop'. The 'Add More | Visit My Workspace' option is highlighted with a yellow box.

# 3 steps to build your workspace

## 2) Add modules from your personalized catalog

**My Cisco - Now with Customization - Regular**  
You can now add, delete, and customize your My Cisco experience. Choose your modules below and click "See Workspace" to see a full page of your personalized Cisco information. Or simply go to a page on Cisco.com and pull-down "My Cisco" for a quick view. Watch the demo to learn more.  
▶ Learn More

▶ See Workspace

Catalog Language: English - Worldwide

Module Name	Status
Added Devices	Already added to Workspace
Bookmarks	Already added to Workspace
Certifications & Specializations	Already added to Workspace
Collaboration Spaces	Already added to Workspace
Company Contacts	Already added to Workspace
Customer Satisfaction	Already added to Workspace
Deals & Quotes	Already added to Workspace
Discounts & Rebates	Already added to Workspace
Partner Event Calendar	Already added to Workspace
Partner News	Already added to Workspace
Program Enrollments	Already added to Workspace
Recent Service Requests	Already added to Workspace
Recently Used Products	Already added to Workspace
Share Desktop	Already added to Workspace
Software Alerts	Already added to Workspace
Support Notifications	Already added to Workspace
Training	Already added to Workspace

Modules for the pull-down location of My Cisco are currently available in English only.  
Modules for My Cisco Workspace are currently available in these languages unless otherwise noted:  
Chinese (simplified), Czech, English, French, German, Italian, Japanese, Korean, Polish, Portuguese-Brazil, Russian, Spanish-ES, Spanish-LATAM, Thai, Turkish, Vietnamese

Contacts | Feedback | Help | Site Map  
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### Partner Event Calendar

Add to My Cisco

Only available for Workspace

View or register for events by location, date or your personal profile.

### Recent Service Requests

Add to My Cisco

Pull-down  
Workspace  
Both

Track any service request listed as a creator or contact.

# 3 steps to build your workspace

## 3) Access your workspace straight from the catalog

**Solutions** | **Products & Services** | **Ordering** | **Support** | **Training & Events** | **Partner Central** | **My Cisco** ▾

### Add Modules

**My Cisco: Ready to Customize**  
Choose modules and click "See Workspace" for a view of your personalized Cisco information or select "My Cisco" in the top navigation bar for a quick view from Cisco.com.  
[Learn More](#) | [Submit Feedback](#)

[See Workspace](#) | Catalog Language: English - Worldwide ▾

**Recent Service Requests** has been added to My Cisco Workspace. [See Workspace](#)

#### Added Devices

Already added to  
✓ Pulldown  
✓ Workspace

Keep track of all your devices from one convenient place to access device-specific integrated support information.

#### Bookmarks

[Add to My Cisco](#) ▾  
Already added to  
✓ Workspace

Bookmarks allow you to easily access your favorite pages from anywhere on Cisco.com. Bookmark a page using the "Bookmark This Page" link in the My Cisco pull-down.

#### Cisco Support Community (NetPro)

**NEW!**  
Already added to  
✓ Workspace

Subscribe to Cisco Support Community feeds to stay up-to-date on the latest support discussions.

#### Collaboration Spaces

Already added to  
✓ Pulldown  
✓ Workspace

Access your WebEx Connect Spaces. Collaboration Spaces provides a safe secure place for Cisco Partners to share documents and more.

#### Deals & Quotes

Already added to  
✓ Workspace

Displays a summary of all active deals in the Deal Registration system.

#### Partner Event Calendar

Already added to  
✓ Workspace

View or register for events by location, date or your personal profile.

#### Partner News

Already added to

#### Program Enrollments

Already added to

#### RSS Reader - Cisco Notifications

**NEW!**  
Already added to

# My Cisco: customize, simplify, accelerate

You can now enjoy your My Cisco workspace

The screenshot displays the My Cisco workspace interface. At the top, there is a navigation bar with the Cisco logo, user information (Worldwide [change], Welcome, John Smith), and links for Account and About Cisco. Below this is a search bar and a set of navigation tabs: Solutions, Products & Services, Ordering, Support, Training & Events, Partner Central, and My Cisco (which is highlighted). The main content area is titled "My Cisco Workspace" and includes an "Add Modules" button and a "Workspace Language" dropdown set to "English - Worldwide".

The first section is "Discounts & Rebates", which has a close button (X) and three sub-tabs: "Value Incentive Program" (selected), "Payment Programs", and "Discount Programs". It features a "Partner Program View (PPV)" table with the following data:

Partner Name	Country Group	Program Phase	Track	Sub-Track	Program Start Date
INC	USA	VIP13		UC	25-Jan-2009
INC	USA	VIP13		SECURITY	25-Jan-2009
INC	USA	VIP14	BORDERLESS NETWORKS	CORE SWITCHING	26-Jul-2009
INC	USA	VIP13		WIRELESS	25-Jan-2009

Below the table are "Print" and "Export" buttons, and a pagination control showing "items per page" set to 10, "items 1-10 of 25", and "page 1 of 3".

The second section is "Deals & Quotes", which has a close button (X) and a "Show: Deals Pending My Approval" dropdown. It includes a "Filter By Deal status: All" dropdown and a link to "Cisco Commerce Workspace (CCW)". Below this is a table with the following data:

Deal ID	Deal Name	End Customer	Deal Status	CAM E-Mail ID	AM E-Mail ID	Next Partner Action	Next Approver
	Wireless Opportunity	INVESTIGATOR COLLEGE	Qualification in Progress	brmunro			brmunro

“I open my browser in the morning with MSN, Yahoo, Google and My Cisco. Each of those pages give me what I need that day. Before I go to meeting I print what I get on My Cisco. It is phenomenal”(Silver Partner)



“My Cisco is the best thing Cisco has launched since VIP. With My Cisco, I got my Sundays back” (Silver Partner)

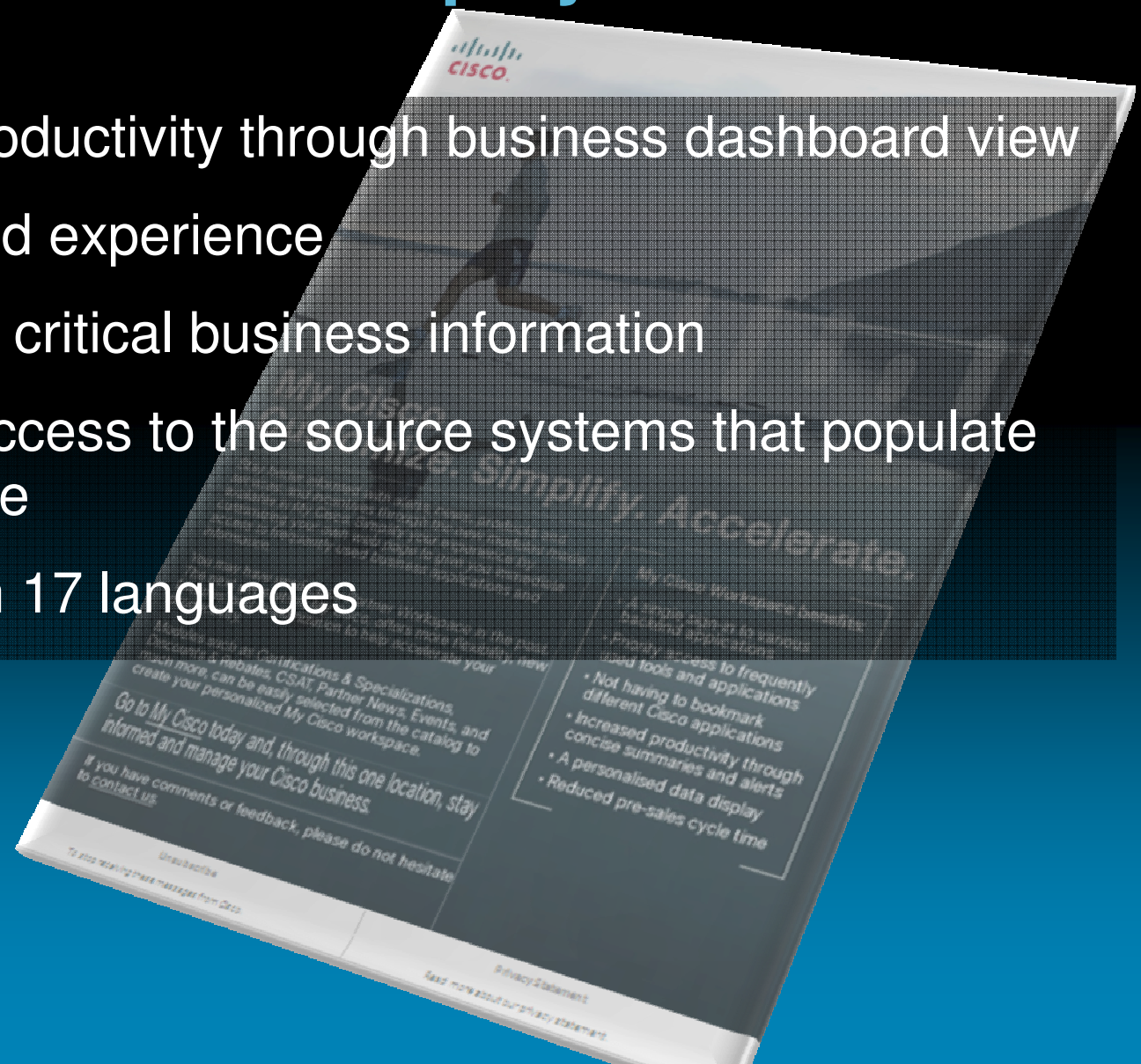


“The consolidated one-stop-shop view is fantastic” (Gold Partner)



# Partner/Customer Employee Benefits

- Increase productivity through business dashboard view
- Personalized experience
- Focuses on critical business information
- One-click access to the source systems that populate each module
- Localized in 17 languages



# My Cisco Resources

The screenshot displays the 'My Cisco' interface within the Partner Central portal. The top navigation bar includes 'PARTNER CENTRAL' and 'MANAGE YOUR PARTNERSHIP TOOLS'. The main content area is titled 'My Cisco' and contains sections for 'Centralized Access to Your Cisco Information', 'Partner Testimonials', and a 'Launch My Cisco to create your workspace' link. A table titled 'Features and Modules' is shown below, with a 'Resources' tab selected. The table lists features categorized by availability: 'My Cisco Features', 'In Production, Now Available', and 'Future Release (subject to change)'. A 'Join a conversation with your peers' button is visible on the right side of the interface.

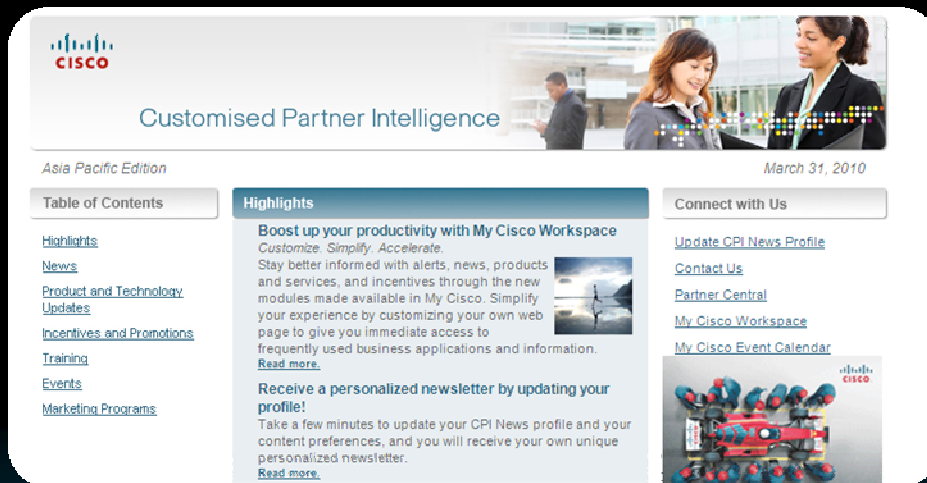
My Cisco Features	In Production, Now Available	Future Release (subject to change)
<p>The enhanced My Cisco experience includes:</p> <ul style="list-style-type: none"><li>• Catalog offering modules in 2 formats</li><li>• Ability to add, remove, change order of modules</li><li>• View your catalog and workspace in any of 17 languages</li><li>• Custom report for each module</li><li>• Direct link to source application, as applicable</li></ul>	<ul style="list-style-type: none"><li>• Added Devices</li><li>• Available Promotions</li><li>• Bookmarks</li><li>• Certification &amp; Specializations</li><li>• Collaboration Spaces</li><li>• Company Contacts</li><li>• Customer Satisfaction</li><li>• Deals &amp; Quotes</li><li>• Discount &amp; Rebates</li><li>• Partner Event Calendar</li><li>• Partner News</li><li>• Program Enrollments</li><li>• Request Service Requests</li></ul>	<ul style="list-style-type: none"><li>• E-Consulting</li><li>• My Campaign - Partner Marketing Central</li><li>• My Channel Guide</li><li>• Partner Rewards</li><li>• Partner Salesforce Connect</li><li>• Partner Satisfaction (PRA)</li><li>• Partner Metrics Central</li><li>• Partner Admin Global View</li><li>• Partner Community</li><li>• RSS News reader (Cisco Notification Service, Cisco.com, Cisco My Cisco Central Content)</li></ul>

[www.cisco.com/go/mycisco-partner](http://www.cisco.com/go/mycisco-partner)

## Partner Central CCO Resources:

- Flash demo, How to Guide
- Help
- FAQ

# My Cisco Resources



**Customised Partner Intelligence**

Asia Pacific Edition March 31, 2010

**Table of Contents**

- Highlights
- News
- Product and Technology Updates
- Incentives and Promotions
- Training
- Events
- Marketing Programs

**Highlights**

**Boost up your productivity with My Cisco Workspace**  
*Customize. Simplify. Accelerate.*  
Stay better informed with alerts, news, products and services, and incentives through the new modules made available in My Cisco. Simplify your experience by customizing your own web page to give you immediate access to frequently used business applications and information. [Read more.](#)

**Receive a personalized newsletter by updating your profile!**  
Take a few minutes to update your CPI News profile and your content preferences, and you will receive your own unique personalized newsletter. [Read more.](#)

**Connect with Us**

- [Update CPI News Profile](#)
- [Contact Us](#)
- [Partner Central](#)
- [My Cisco Workspace](#)
- [My Cisco Event Calendar](#)

## CPI Newsletter

[www.cisco.com/go/cpi](http://www.cisco.com/go/cpi)

## Twitter -Mike Allen

<http://twitter.com/mikeallencisco>



accelerate with mife twitter

Home Profile Find People Settings Help Sign out

Name Mike Allen  
Location Cisco Singapore  
Web <http://www.twitter.com/mikeallencisco>  
Bio Cisco Asia Pacific Managing Director of Channels

257 following 333 followers 5 listed

Tweets 77

Favorites

Actions  
message mikeallencisco  
block mikeallencisco  
report for spam

Following

Mike is in San Francisco

Check out the APAC Partner Summit Session Highlights! Also, join us May 11 for a special APAC Partner Session!  
<http://bit.cisco.com/kOkeSX>  
about 3 hours ago via web

just arrived in sunny San Francisco for the Partner Summit...very excited about this yr's event #ciscops10  
11:17 PM Apr 26th via web

Getting Ready 4 Cisco Partner Summit 2010. Cisco Partners- Participate in Virtual Partner Summit. Register today!  
<http://tinyurl.com/lnkdup>

# Promotions

First we help you work smarter.  
Then we reward you further.

## Sharper Performance Sharper Prize

Winning 1 of the 10 Flip - 8GB camcorders  
is really easy. Just customize My Cisco  
Workspace before 30 June 2010.

[Click To Earn Your Free Flip](#)



# In Summary

- This introduction was intended to help you understand more about My Cisco
- The Global Program team wants your feedback. Please use the feedback tool on top of the catalog screen to give us comments, suggestions or ask us questions



**CISCO** <sup>TM</sup>

# My Cisco pulldown

- My Cisco modules can be added in 2 formats: workspace and pulldown
- Catalog and workspace can be accessed from the pulldown
- **The pulldown is only available in countries that have Cisco web page in English** and it appears on all Cisco.com sections (Solutions, Products&Services, Ordering, Support, Training, Partner Central)
- Available in China: April 2010

The screenshot displays the Cisco website interface with the 'My Cisco' pulldown menu open. The pulldown menu is a white box with a blue header 'My Cisco' and a downward arrow. It contains the following items:

- Partner Central
- My Cisco (with a downward arrow)
- Add, remove, and move modules below.
- Add More | Visit My Workspace
- Software Alerts (with icons for help, add, and close)
- Recent Service Requests (with icons for help, minus, and close)
- Open a Service Request
- Open a Service Request | See All
- Recently Used Products (with icons for help, add, and close)
- Collaboration Spaces (with icons for help, add, and close)
- Added Devices (with icons for help, add, and close)
- Share Desktop (with icons for help, add, and close)

The background shows the Cisco website with the 'Solutions' tab highlighted in yellow. The footer contains the text: 'Contacts | Feedback | Help | Site Map © 1992-2010 Cisco Systems, Inc. All rights reserved. Terms & Conditions'.