



Cisco APAC Partner Self-Service



Zaid Bin Mohamed Yassin
January 2007

Agenda

- What is Cisco Partner Self-Service?
- What can I use it for?
- Access levels & privileges.
- Partner Level
- Admin Level
- Tool Help

Partner Self-Service

www.cisco.com/go/pss

Partner Central

Partner Self Service

Cisco Partner Self Service tools ease data and access management for Cisco partners. This functionality allows you to associate yourself with a Cisco partner and obtain [Partner level access](#) so that you can manage profile information. The tools also allow [Partner Administrators](#) to manage company data.

Instructions

Launch Partner Self Service (requires a Cisco.com user ID)	Training and Tutorials	Feedback
-If you have a Cisco.com user ID, log in to Partner Self Service -New User? Register for a Cisco.com ID -Forgot your Password?	Need help? Try these resources -User Guide -Quick Reference Guide	Let us know what you think: - Complete the survey

What is Cisco Partner Self-Service?

What Is It For?

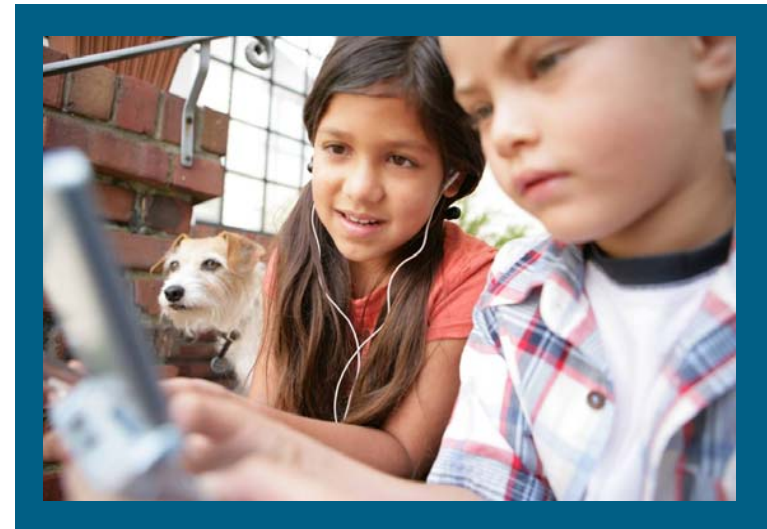
- Gives employees of partner companies the ability to self-manage their profiles, access, and company data.

Partner Employees ask for access and maintain their profiles

Partner Administrators manage access, and maintain company, location, and contact information.

- Eases the certification and specialization process

Manage company information and contacts in our database so applications can be processed more rapidly



Access Privileges Overview

■ Partner Employee

– Guest Level Access into PSS:

- User must have Cisco.com User ID (CCO ID)

- Very Limited Functionality:

- Search Their Company
- Associate their Profile to Gain Partner Level Access

– Partner Level Access into PSS:

- User must have Cisco.com User ID (CCO ID)

- Their CCO ID must be associated to their Partner Company

Their CCO ID appears as a contact in company info in PSS

■ Partner Administrator

–Partner ADMIN Access into PSS:

- User must have Cisco.com User ID (CCO ID)

- Their CCO ID must be associated to their Partner Company

Their CCO ID appears as a contact in company info in PSS

- Gain PSS ADMIN Level by default from Partner Registration

Process or Request via PSS

Partner Self-Service Guest Level

Partner Central

Partner Self Service

Welcome Saracen Knight

Cisco.com User ID

zaidyassin2007

Cisco.com Access Level

guest

Your Cisco.com User ID currently does not have Cisco.com partner level access. To request [partner level access](#), please go to "Associate Myself with a Company" to associate your profile with a Cisco partner company. Your request will be sent to the Cisco Partner Administrator(s) for your company to approve your request.

Manage My Information

[Associate Myself with a Company](#)

Associate yourself with your company. Doing so will give you the access your company is entitled to.

[Search My Company](#)

You are not sure if your company is registered with Cisco, and you want to search for it in Cisco's partner database.

Manage Cisco Partner Relationship

[Register My Company](#)

Initiate your partnership with Cisco or re-new your "Registered Partner" status.

Partner Self-Service Partner Level

Partner Central
Partner Self Service

Welcome Francois Favot

Company Name Your profile is currently associated with this company	Schlumberger Technical Services, Inc., SADC Change Association Remove Association
Cisco.com User ID	favotfran
Cisco.com Access Level	Partner Access Level [More information]
Partner Self Service administrators for your company Users with Partner Self-Service Administrator Privileges. [More information]	Francois Favot
Cisco Channel Account Manager	Koki Faith , Chaitali Sanjay Lambat

Your Cisco.com User ID currently has Cisco.com partner level access
This level of access indicates that your Cisco.com profile is associated with a Cisco partner and entitles you to partner services such as Partner E-Learning Connection (PEC) and a number of other services Cisco provides to their Partners.

Partner Self Service Announcements:

No Announcements at this time

Manage My Information

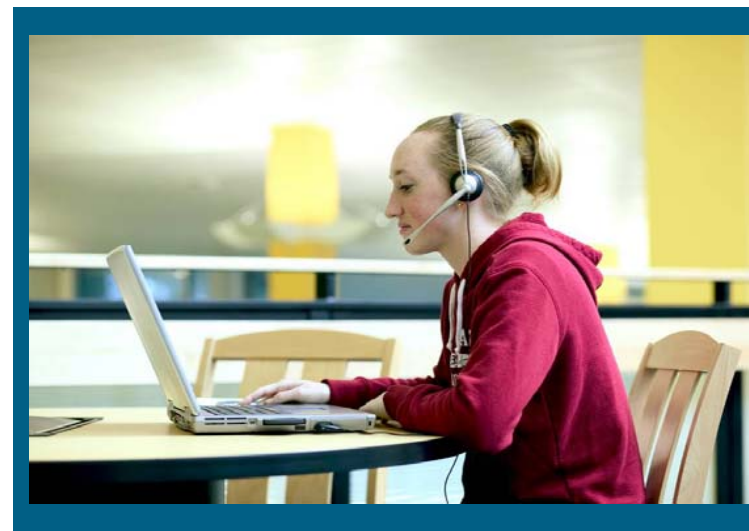
Data Maintenance Update My Profile	Edit your personal information.
Manage Access Upgrade Cisco.com Access Level Change Company Association Request Administrator Access	Send a request to upgrade your access from Guest to Partner Level - Information Change the company with which you are associated. Send a request to become an administrator for Partner Self Service or Certification/Specialization Application.

- Company Name
- Company Administrators
- CAMs assigned to your company
- Update Profile: Update your profile
- Change Company Association: change companies you are associated with
- Remove Current Association: Downgrades to guest-level access
- Manage My Access: View and request access to partner tools.

What is Cisco Partner Self-Service?

Partner Employees

- Associate themselves with partner company to get partner-level access
- Remove themselves from their old company association
- Manage their partner database profile
- Check on their Channel Partner Tool access
- Request merge or deletion of Cisco.com user IDs from profile



Partner Self-Service Admin Level

Partner Central
Partner Self Service

Welcome Francois Favot

Company Name
Your profile is currently associated with this company
[Schlumberger Technical Services, Inc., SADC](#)
[Change Association](#) | [Remove Association](#)

Cisco.com User ID
favotfran

Cisco.com Access Level
Partner Access Level [\[More information\]](#)

Partner Self Service administrators for your company
Users with Partner Self-Service Administrator Privileges. [\[More information\]](#)
Francois Favot

Cisco Channel Account Manager
[Koki Faith](#) , [Chaitali Sanjay Lambat](#)

Your Cisco.com User ID currently has Cisco.com partner level access
This level of access indicates that your Cisco.com profile is associated with a Cisco partner and entitles you to partner services such as Partner E-Learning Connection (PEC) and a number of other services Cisco provides to their Partners.

Partner Self Service Announcements:
No Announcements at this time

Manage My Information

Update My Profile	Edit your profile information..
Manage My Access	View and edit your access privileges or request additional partner access privileges.

Manage Company Information

Update Company Data	Maintain or view your company information such as location addresses, employee profiles, role information, and more.
Manage Company Association Requests	Approve or deny association requests for your company.
Update Company Contacts Access	Maintain or view additional partner access privileges for users at your company.

Manage Cisco Partner Relationship

[Manage Certification and/or Specialization](#) Apply for or re-new Certification and/or Specializations.

Partner Individual PLUS:

- Update Company Data: Edit company, contact, and location information
- Apply for Certification and Specialization: View or submit application for certification and specialization
- Manage Access Requests: Approve or deny company association requests or add individual Cisco.com user IDs to company to give partner-level access within 24hours
- Manage Company Contacts Access: Search, view, edit partner tool access privileges for company employees

What is Cisco Partner Self-Service?

Partner Administrators

- Same things as an individual user can do and in addition>>
- Approve association requests and grant access to Cisco.com and Channel tools
- Add and manage contacts used for Specialization and Certification
- Update information shown in Partner Locator; maintain company and location information
- Add Cisco.com user ID's to existing profiles
- Add additional partner administrators and CSApp Admins



Partner Self-Service – Need Help?

Toolkit: Roll over tools below

☰ ✉ + 📄

Related Tools

- [Partner E-Learning Courses](#)
- [Steps To Success](#)
- [Get Help from the Partner Relationship Team](#)

Related Links

- [Channel Partner Program](#)
- [Certification Program](#)
- [Specialization Program](#)
- [Channel Incentive Program](#)
- [Value Incentive Program](#)

CISCO Partner Self Service Tool (PSS)

Q&A Create Case My Support Cases

Enter a question or keyword here for self-service questions and answers (Q&A) or click "Create Case" (above) to open a support case

Partner Self Service Tool (PSS) - FAQ for Partner Self Service Tool (PSS)

- [How can I change my company Web address?](#)
- [How do I add or remove a Partner company site or location from your database?](#)
- [How do I upgrade my current Cisco.com \(previously CCO\) access?](#)
- [Who is the Partner Administrator for my company?](#)
- [How do I become a Partner Administrator for my company?](#)
- [How do I assign someone else as the Partner Administrator for my company?](#)
- [How do I remove myself as Partner Administrator?](#)
- [What is the "Associate Myself with a Company" function and how do I use it?](#)
- [I am a partner administrator. How do I access and use the Manage Access Request tool?](#)
- [How do I get my reseller number/contract into my profile?](#)
- [What is a CAM?](#)
- [How do I find the Cisco contact for my company?](#)
- [I can't find a CAM listed for my company. Who should I contact?](#)
- [Why does Cisco.com \(previously CCO\) registration no longer accept my registration?](#)
- [Where does a Cisco CAM go to approve a company association/access request?](#)
- [How can I make sure my partner-level access request is approved?](#)
- [How can I change my company Web address?](#)
- [What are the different types of Cisco.com Access levels and how do you get them?](#)
- [What does all this mean?](#)
- [What does "Partner Individual" mean?](#)
- [What can Partner Administrators do using Partner Self Service?](#)
- [How can I gain access to tools not listed in the "Request Additional Access" section?](#)
- [How can I search Partner Administrators for PAL, Partner Self Service, Certification, and My Support Cases?](#)
- [How can I grant access to tools such as Partner Access onLine \(PAL\), Partner Self Service, My Support Cases, and My Support Cases?](#)

Q: How can I change my company Web address?

A: To change your Web address, go to <http://tools.cisco.com/WWChannels/GETLOG/login.do> Click on "Update Company Data." Update

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Q: How do I add or remove a Partner company site or location from your database?

A: You need to be either a Certification and Specialization Application admin or designated partner administrator to be allowed to update level Cisco.com User ID and be associated with your company (see Cisco.com User ID Question & Answer). You can use Partner Self company locations. If you do not see the Update Company Data link, you are not a partner administrator. To send a request to be made Access" link.

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Q: How do I upgrade my current Cisco.com (previously CCO) access?

A: To upgrade your Cisco.com access to Cisco.com Partner Level Access, please associate yourself with the partner or reseller company, including Authorized Resellers, Registered Partners, Certified or Specialized Partners, or Cisco distributors are eligible for Cisco.com Partner Level Access. To upgrade your access, please click here to go Partner Self Service and click "Associate Myself to My Company" link. To find out if you have Cisco.com "Manage My Access" within Partner Self Service. Note: Upgrading your access will not get you access to Software Download or TAC level access entitles you to software download or technical support, as your company must have a Cisco Service Maintenance Contract. If you do not have a Cisco Service Maintenance Contract, please contact your CAM by sending an e-mail to scsr@cisco.com or calling (800) 553-6387 (select option 4 for Contract Services).

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Q: Who is the Partner Administrator for my company?

A: A. To see the Partner Administrator(s) at your company, go to Partner Self Service. If you are correctly associated with the Cisco.com "Administrators for your Company", which will show the name(s) of the Partner Administrator(s) at your company. If you are not associated with your company or register your company as a Cisco Partner. If a Partner Administrator does not exist for your company, go to Partner Self Service and click "Request Additional Access" to designate yourself as a Partner Administrator. If the Partner Administrator is listed incorrectly, you can open a case

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Q & A







Cisco APAC Partner Pre-Sales Help Desk



Kim In-Sook (iskim@cisco.com)

Jan 2007

Agenda

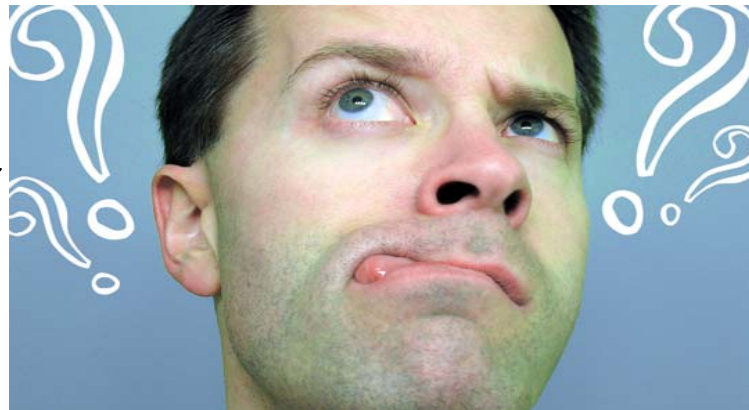
- Cisco Sales Support Coverage
- 3 Different Pre-Sales Help Desks
 1. WW PRT (Partner Relationship Team)
 2. APAC PHO (Partner Help Online)
 3. WW PDI Help Desk
(Planning, Design and Implementation)
- PHO vs PDI Help Desk

Pre-Sales Help Desk for Cisco Partner

Cisco tools are not working!!

Do I qualify?

Where to Apply?



Is this product suitable?

Partner Access Level to CCO?

New software feature?

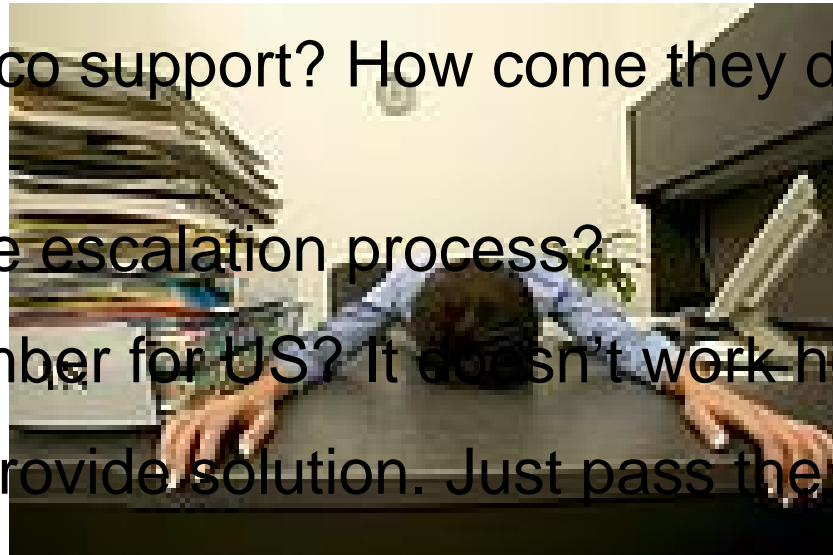
What is PSS?

Error Message...

What is the difference?

What we hear from partners...

- Too slow response, 10-14 days? Forget it!
- Are they Cisco support? How come they don't know basic stuff?
- Do they have escalation process?
- Toll free number for US? It doesn't work here.
- They don't provide solution. Just pass the case to another.



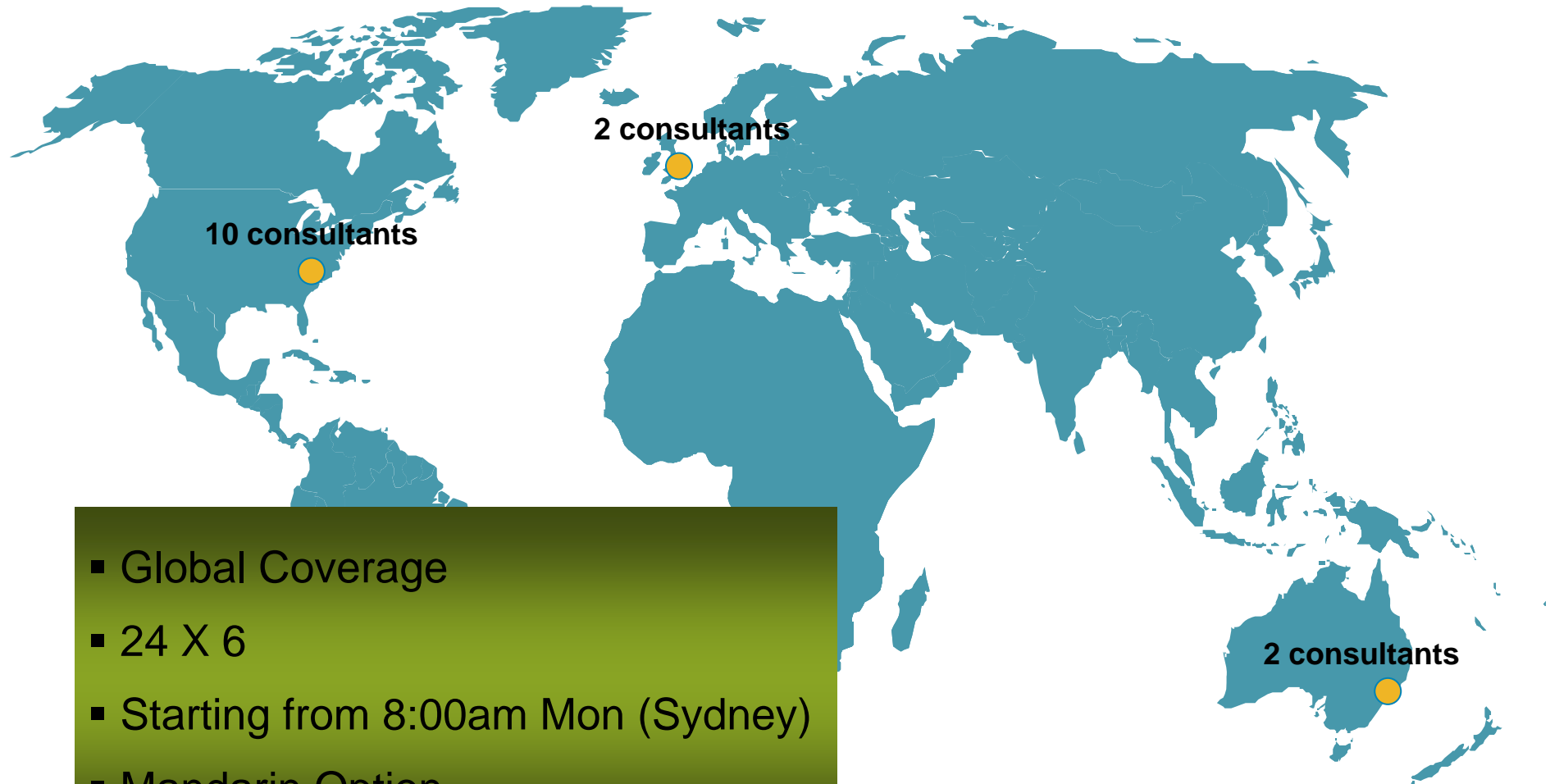
Definition of Partner Service Coverage

	For All Partners Pre-Sales	Post-Sales
Non-Technical	<p>WW Partner Relationship Team</p>	<ul style="list-style-type: none"> -Service sales general inquiries -Service contract
Technical	<p>Asia Pacific Partner Help Online</p> <p>PDI Help Desk (For UC specialized or ATP)</p>	<ul style="list-style-type: none"> -Product implementation -Troubleshooting

3 Different Help Desks

	PRT Partner Relationship Team	APAC PHO Partner Help Online	PDI HelpDesk
Access	<ul style="list-style-type: none"> • Web & Toll Free (limited countries) 	<ul style="list-style-type: none"> • Web 	<ul style="list-style-type: none"> • Web
When	<ul style="list-style-type: none"> • 24 X 6 support (English) 	<ul style="list-style-type: none"> • Local Time, 8 X 5 	<ul style="list-style-type: none"> • Local Time, 8X5
Language	<ul style="list-style-type: none"> • Mandarin – 5 days (7am – 4pm, Beijing) 	<ul style="list-style-type: none"> • English, Mandarin, Cantonese, Thai, Korean 	<ul style="list-style-type: none"> • English only
Who	<ul style="list-style-type: none"> • All Cisco partners & Cisco internals 	<ul style="list-style-type: none"> • All Cisco partners 	<ul style="list-style-type: none"> • UC specialized, ATP partners & Cisco internals
What	<ul style="list-style-type: none"> • Global Channels Tools & Programs 	<ul style="list-style-type: none"> • Pre-sales technical questions 	<ul style="list-style-type: none"> • PDI for Unified Communications
Where	<p>http://www.cisco.com/web/partners/tools/helponline/prt.html</p>	<p>http://www.cisco.com/go/ap/partnerhelp</p> <p>http://www.cisco.com/go/cn/partnerhelp</p>	<p>http://www.cisco.com/web/partners/support/pdihd.html</p>

WW Partner Relationship Team (PRT) - Coverage



- Global Coverage
- 24 X 6
- Starting from 8:00am Mon (Sydney)
- Mandarin Option

WW Partner Relationship Team (PRT) - How to Open a Case

via Web

<http://www.cisco.com/web/partners/tools/helponline/prt.html>

via Phone

- International Number: +61 2 8446 7466
- **Toll-Free number (Limited to 5 countries)**
 - Australia – 1 800 612452
 - New Zealand – 0800 449882
 - China (North) – 10 800 712 1728
 - China (South and East) – 10 800 120 1728
 - India – 000 800 440 1367
 - Korea – 00798 14 800-7254

WW Partner Relationship Team (PRT) - Programs & Tools Supported

▪ Campaign Builder (Only ANZ)	▪ Distributor Locator
▪ Cisco Partner View	▪ Cisco Learning Partner Program
▪ Certification/Specialization Application (CSapp)	▪ Partner Certification/Specialization
▪ E-leads	▪ Certified Individual
▪ Step to Success	▪ Partner Registration (PR)
▪ Customer Satisfaction Survey	▪ Partner Self Service (PSS)
▪ Partner Business Central (PBC)	▪ Value Incentive Program (VIP)
▪ Partner Business Planning (PBP)	▪ Cisco Technology Migration Program (CTMP)
▪ Partner Locator	▪ Cisco Network Investment Calculator (CNIC)
▪ CAM Locator	▪ Cisco Market Place

WW Partner Relationship Team (PRT) - Open a Case



Partner Relationship Team

Toolkit: Roll over tools



Q&A

Create Case

My Support Cases

Enter a question or keyword here for self-service questions and answers (Q&A) or click "Create Case" (above) to open a support case

Search

Partner Relationship Team - Partner Tools and Programs opened from SupportNET

- [How do I search in the Q&As or open a case ?](#)
- [How do I get help with my Cisco.com ID?](#)

Q: How do I search in the Q&As or open a case ?

A: To begin searching for information, please enter a keyword or question in the respective field and click "Search". To begin a new search, enter different keyword criteria and repeat. Once you answer you are looking for, you may also email the information by clicking on "E-mail this Q&A".

If you are unable to find the answer to your question, please contact the Partner Relationship Team (PRT) by opening a case using the "Create Case" tab at the top of this page.

[[Return to Top](#)] [E-mail this Q&A](#) [Subscribe to this Q&A](#) [Rate this Q&A](#) [Feedback about this Q&A](#)

Q: How do I get help with my Cisco.com ID?

A: You must contact the Cisco.com ID by doing the following:

1. Navigate your browser to: www.cisco.com
2. Click "Help" link located at the bottom left of cisco.com home page
3. Click on Cisco.com Support link
4. Select Question Type "Cisco.com Registration/Access/Profiles"

WW Partner Relationship Team (PRT) - Open a Case



Partner Relationship Team

Toolkit: Roll over tool
Help

Q&A

Create Case

My Support Cases

A "*" denotes a required field.

Name (UserID):

In Sook Kim (iskim)

If opening this case for someone else, enter their Cisco.Com UserID here

*Application

*Problem Type

*Case Title:

*Description

2000 characters remaining

WW Partner Relationship Team (PRT) - Open a Case

The screenshot displays a web browser window with the address `http://tools.cisco.com`. The page content includes the Cisco logo and a navigation bar with tabs for "Q&A", "Create Case", and "My S...". A dropdown menu is open, listing various Cisco tools and programs, including:

- Action Items Summary (AIS)
- Advanced Technology Provider Program (ATP)
- CAM Locator
- CSApp - Channels
- Campaign Builder
- Career Certification
- Channels Territory Tool (CTT)
- Cisco Learning Partner Programs
- Cisco Marketplace
- Cisco Partner View (CPV)
- Disti Locator
- Disti Prod Reference Guide (DPRG)
- E-Leads - My Leads
- Enhanced Partner Certification
- Enhanced Partner Specialization
- Market Fund Builder (MFB/JMF)
- Partner Access On-Line (PAL)
- Partner Business Central (PBC)
- Partner Business Planning (PBP)
- Partner Certification
- Partner Deal Registration (PDR)
- Partner E-Learning Connection (PEC)
- Partner Locator
- Partner Registration
- Partner Self Service (PSS)
- Partner Specialization
- Regional Planning Tool (RPT)
- Steps to Success (S2S)
- TAP-ASP
- Unified Communication Acceleration Program (UCAP)

The form includes the following fields:

- *Application**: A dropdown menu with "Please select one" selected.
- *Problem Type**: A dropdown menu with "Please select one" selected.
- *Case Title**: A text input field.

A note at the top of the form states: "A "*" denotes a required field." Below the "Name (UserID):" field, there is a note: "If opening this case for someone else, enter their Cisco.Com UserID here".

WW Partner Relationship Team (PRT) - Open a Case



Partner Relationship Team

Toolkit: Roll over tools

Help

Q&A

Create Case

My Support Cases

You will receive an e-mail shortly with the case number. Click button if you want to attach a document.

Add Document

WW Partner Relationship Team (PRT) - Case History



Partner Relationship Team

Toolkit: Roll over tools b
Help

Q&A Create Case **My Support Cases**

Name: In Sook Kim

My Open Cases						
Case#	Case Title	Application	Problem Type	Status	Date Created	Attachments
HD5604612	test	Partner Specialization	Account Request	Assigned	16-JAN-2007	

My Resolved/Closed Cases (Only previous 4 months)						
Case#	Case Title	Application	Problem Type	Status	Date Created	Attachments
HD5487765	Test	CSApp - Channels	Access Request	Closed	15-DEC-2006	
HD5487764	Test	CSApp - Channels	Access Issue	Closed	15-DEC-2006	

APAC Partner Help Online (PHO) - Coverage

- Asia Pacific only
- 8 X 5 (except country holidays)
- English Service:
8:30am – 8:30pm
(SIN, GMT+8)
- Local Language Service:
9:00am – 6:00pm
(China, Korea, Thailand,
HK)



APAC Partner Help Online (PHO) - How to Open a Case

Service Country	Contact
English Service	http://www.cisco.com/go/ap/partnerhelp email: helponline@external.cisco.com
China	http://www.cisco.com/go/cn/partnerhelp
Thailand	http://www.cisco.com/go/ap/partnerhelp Phone:
Hong Kong	http://www.cisco.com/go/ap/partnerhelp
Korea	http://www.cisco.com/go/ap/partnerhelp Email: sioh@cisco.com

* APAC PHO provide “call-back” service when you have a case number via web.


APAC Partner Help Online (PHO) - Technology Supported

- Routing & Switching
- Security
- Voice
- Wireless
- Network Management

APAC Partner Help Online (PHO)

English - <http://www.cisco.com/go/ap/partnerhelp>

Chinese – <http://www.cisco.com/go/cn/partnerhelp>



APAC Partner Help Online

Questions & Answers | Open a Case | Chat With Me | My Stuff

Search Answers | Browse Answers

Category: All | Search Text (optional): | Search | Search By: Similar Phrases | Sort by: Default Sort | Powered by RIGHT NOW

99 Answers Found | Page: 1 of 5 | Go

Summary	Category
1 [Other] Pricing and Part Number Information	multiple
2 Error message received when clicking on Browse and Configure	Other
3 [ATA] ATA186 Connection to a PBX?	Voice / IP Communica
4 [PIX] Ethernet Failover for the Cisco PIX Firewall	Security
5 [Other] 3DES Software Download : Encryption Software Export Distribution Authorization Form	Routing
6 [PIX] Can I use the PIX 515E FO bundle to act as a standalone PIX (not in fail-over mode)?	Security
7 [CallManager][Unity] Supported Servers for CallManager and Unity	Voice / IP Communica
8 [ATA] ATA186 License Information	Voice / IP Communica

Login =>

APAC Partner Help Online (PHO)

- Open a Case

APAC Partner Help Online

Questions & Answers Open a Case Chat With Me My Stuff

Logout Help

Logged in as: In Sook Kim

* Denotes a required field.

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

* Category : Routing 1800 Next Gen Topic : Hardware/Software Planning

Customer Details:
Please Enter the Name and Address of your Customer

Question Data

* Subject:
* Question:

Attach Documents

Preview Add Another Attachment

Partner Help Online (PHO) - Live Chat

APAC Partner Help Online

Questions & Answers Open a Case Chat With Me My Stuff

Logged in as: In Sook Kim

Chat with a Help-Desk Support Engineer

*First Name: In Sook

*Last Name: Kim

* Email Address: iskim@cisco.com

* Category: All

* Case ID: 051216-000019

You must first open a case and enter the case ID.

* Denotes a required field.

Submit Request

Please Note:

- Chat support is available:
Monday - Friday: 06:00 AM - 06:00 PM IST
Saturday - Sunday: Closed
- It is currently Monday, Dec. 19, 2005 12:57 PM IST



You are connected to

Harshit Mathur (listening)

Chat Dialog

Harshit Mathur: Hi, My name is Harshit Mathur. How may I help you?

Type your message here, then click Send or press <Enter>

Send

Hang Up

Powered by RIGHT NOW

Applet user started

Internet

Logout

Partner Help Online (PHO) - Web Call-Back

APAC Partner Help Online

Questions & Answers

Open a Case

Chat With Me

My Stuff

Logout

Logged in as: In Sook Kim

Have a Support Engineer Call You

*First Name:

*Last Name:

* Phone Number:

* Email Address:

* Category:

* Case ID:

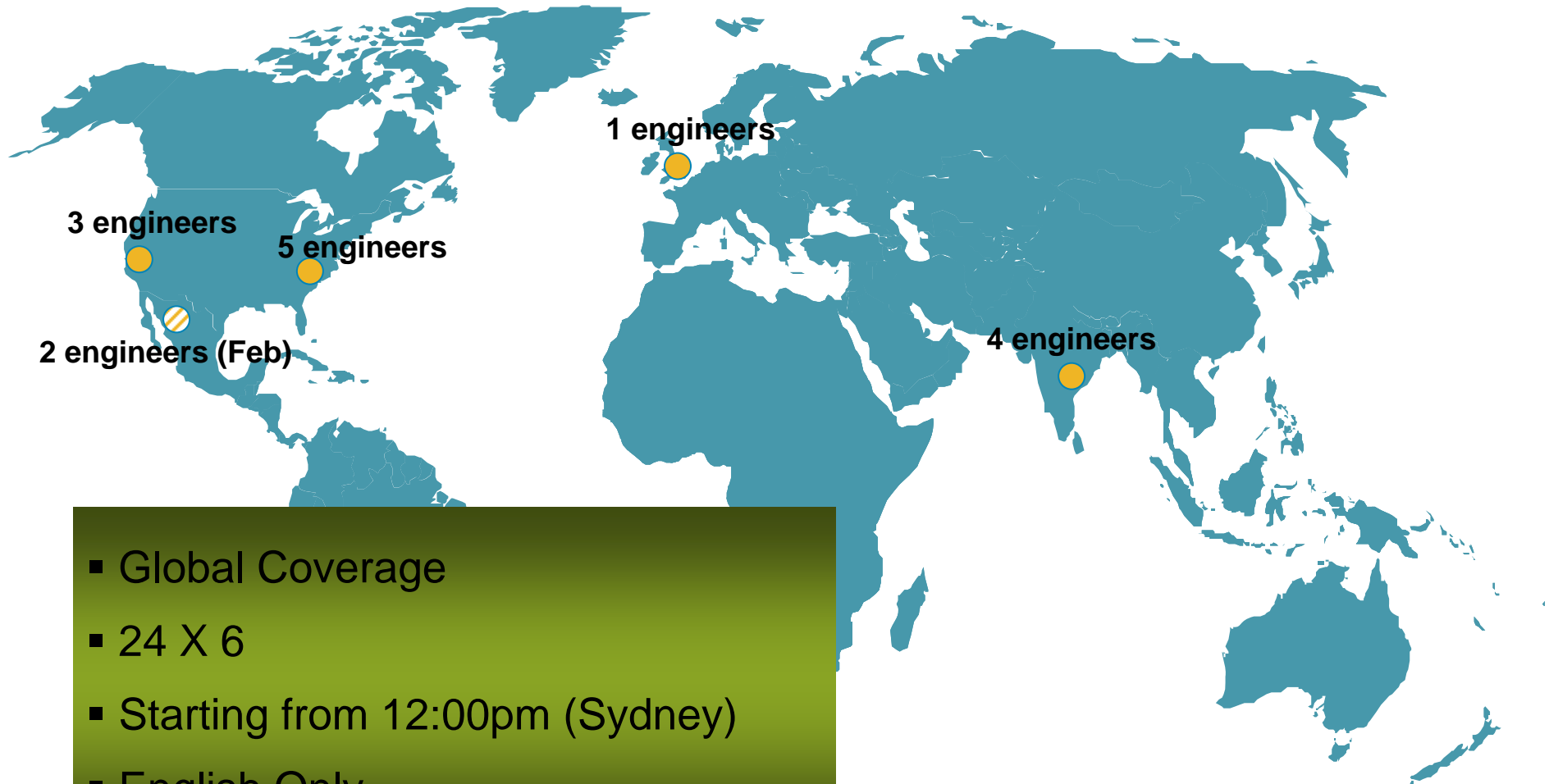
You must first open a case and enter the case number (#####-#####)

* Denotes a required field.

Please Note:

- Phone callback support is available:
Monday - Friday: 06:00 AM - 06:00 PM IST
Saturday - Sunday: Closed
- It is currently Monday, Dec. 19, 2005 01:11 PM IST

PDI Help Desk - Coverage



- Global Coverage
- 24 X 6
- Starting from 12:00pm (Sydney)
- English Only

PDI Help Desk

- How to Open a Case

via Web

<http://www.cisco.com/go/pdihelpdesk>

- Further Questions regarding PDI Help Desk program
 - Visit webpage
<http://www.cisco.com/web/partners/support/pdihd.html>
 - Email questions to pdihd-team@cisco.com

PDI Help Desk

- Supported Products

Products Supported

- CallManager & apps (IPMA, AC, CMM, CER, etc.)
- CallManager Express /SRST
- Unity
- Unity Express
- Unity Connection
- IPCC Express
- IPCC Enterprise
- IP Phones / Wireless IP Phones / IPComm
- IP/VC, VT Advantage
- Presence Server / Client
- Voice Gateways
- MeetingPlace
- MeetingPlace Express
- IP-IP Gateway

Products Unsupported

- BTS 10200
- PGW
- EGW
- ISN / CVP
- ICM with Legacy PBX Integration
- ICM with Multi-Media Integration
- Network Management Systems
- End-to-End QOS recommendations

Pre-Sales (APAC PHO) vs. Planning (PDI-HD)

APAC PHO

- Available to all Cisco Partners and Resellers
- Supports Commercial and Enterprise product Technologies
- Part number and list pricing lookups
- Product and Solution ordering inquiries
- Product Configurations
- General solution suggestions
- Product selection
- Feature capability assistance
- Instruct / assist on usage of Configuration Tools and ordering guides

PDI Help Desk

- Focused support for Unified Communications Planning, Design, and Implementation
- Available to Unified Communications, Express and ICPP / Rich Media ATP specialized partners
- Technical expert team
- Available 24 x 6 Worldwide
- Partner entitlement verified via Partner Locator or special program participation

Services Not Provided By Help Desk

- **Generate BOM for Sales team/RFI/RFP**
- **Knowledge Transfer (onsite training)**
- **Produce Intellectual Property (documents)**
- **Detail Design review**
- **Onsite Service and Support**
- **Network Audit and Network assessments**
- **Customization**
- **Detailed Implementation Plan**
- **Detailed Software recommendations**
- **End-to-End QOS recommendations**

CA	Sales Team	Partner
	X	X
X	X	X
X	X	
X		X
X		X
X		X
X		X
X		X
X		X
X		X

PDI Help Desk

- Open a Case: <http://www.cisco.com/go/pdihelpdesk>

The screenshot shows a Mozilla Firefox browser window titled "Open a Case - Mozilla Firefox". The address bar contains the URL http://pdihd.esecurecare.net/cgi-bin/pdihd.cfg/php/enduser/ask.php?p_prods=3703,0. The browser's bookmark bar shows folders for "BUs / Teams", "Documentation", "CCO", "CEC", "Topic Search", "PDI HD - CEC", "PDI HD - CCO", "IE Links", "Labs", "PDI HD", "Web", and "Cisco".

The page header includes the Cisco Systems logo and navigation links: Home | Log In | Register | Contacts & Feedback | Help | Site Map. A "Networking Solutions" dropdown menu is visible with a "GO" button.

The main content area is titled "Partner Help Online" and features tabs for "Questions & Answers", "Open a Case", and "My Stuff". A "Search:" box is located on the right side.

The form titled "Your Partner Help Online account information" includes a required field for "Email address" with a note: "(enter email address if you do not have a user ID)". Below this, a section prompts the user to "select a topic below" and includes the following fields:

- * **Category:** PDI Help Desk - Voice
- * **Topic:** (empty dropdown)
- * **Project Phase:** (empty dropdown) - What phase of the deployment is this case in?
- * **Total Phones:** - (empty dropdown) - Total # of IP Phones deployed for this customer
- Integrated PBX:** - (empty dropdown) - Type of legacy PBX being integrated for this case, if any
- Integrated Voicemail:** - (empty dropdown) - Type of legacy voicemail being integrated for this case, if any
- 3rd Party Integ:** - (empty dropdown) - 3rd Party Integration
- End Customer:** (empty text input) - Company name of the end customer for this case

Red arrows point from the text "Required For Proper Case Routing!" to the "Category" and "Topic" dropdown menus. The status bar at the bottom of the browser window shows "Done".

Q and A





PDI Help Desk web page on Cisco.com

<http://www.cisco.com/go/pdihelpdesk>

FAQ's and Tech Tips
The PDI Help Desk publishes all of its FAQ's, Best Practices and Tech Tips to Partner Help Online (PHO). To search the database, click on the link below, select an appropriate sub-category (optional) and enter your search text.

[Access PHO FAQ's](#)

[Return to Top](#)

Opening Cases
Access to the PDI Help Desk is possible via the web or phone. Phone access is being rolled out on a country-by-country basis (see below for information on this). Please check this web page for countries to continue to be added. Access to all authorized IP Communications Specialization Partners can occur via the web link below or via the phone number listed next to your local country or theater.

Cases via the Web
To open a case via Partner Help Online (PHO), click on the link below and input your email address (if a new users an account is created). Under Categories, select an appropriate sub-category. Under the Topic, select an appropriate sub-topic.

[Open A Case Online](#)

Cases via the Phone
To open a case via the phone, dial the number shown below and then choose options 2-2-6 when prompted.

Country	Phone Number
US & Canada	800-GO-CISCO
Puerto Rico	800-GO-CISCO
Mexico	01-800-710-6039
Venezuela	0-800-100-4598
Columbia	01-800-915-4394
All Other Countries & Theaters	No direct number at this time. Online-based support only.

Benefits of PDI Help Desk

- **Specialized Partners**
 - Offload of Post-sales issues for Engineer's
 - Smoother Project Lifecycle
 - Partners Advanced Technologies Enablement
- **Channels**
 - Better Partner Support
 - Partner Skill Gap Analysis
 - Step to Success and PHO content improvement
- **Sales Organization**
 - Offload of Post-sales issues for SE's
 - Smoother Project Lifecycle
 - Specialist Support for Engineers
- **Voice Business Units**
 - Early Feedback on Voice System Software
 - Documentation Quality Improvement early in Service Lifecycle
- **Others**
 - Defects Early Identification
 - DDTS early in Service Lifecycle
 - TAC offload of non-Production Cases
 - CAP Reduction

PDI-HD vs. TAC Case Determination

	TAC	PDI-HD
▪ System is in production and has customer signoff	<input checked="" type="checkbox"/>	
▪ System is pre-production before customer signoff		<input checked="" type="checkbox"/>
▪ Partner is staging equipment and has questions or issues		<input checked="" type="checkbox"/>
▪ The issue is creating a business-impacting affect on the production network	<input checked="" type="checkbox"/>	
▪ TAC has previously been contacted on the same issue	<input checked="" type="checkbox"/>	
▪ RMA / SMARTNET related issues	<input checked="" type="checkbox"/>	
▪ Partner needs assistance with an IPC solution project plan		<input checked="" type="checkbox"/>
▪ Partner needs 24 x 7 support on an implementation issue	<input checked="" type="checkbox"/>	

Note – A process is in place to Escalate cases to TAC should the need arise