



Partner Help (formerly Partner Reseller Helpline)

Presales product information that helps partners find the right solution for each customer

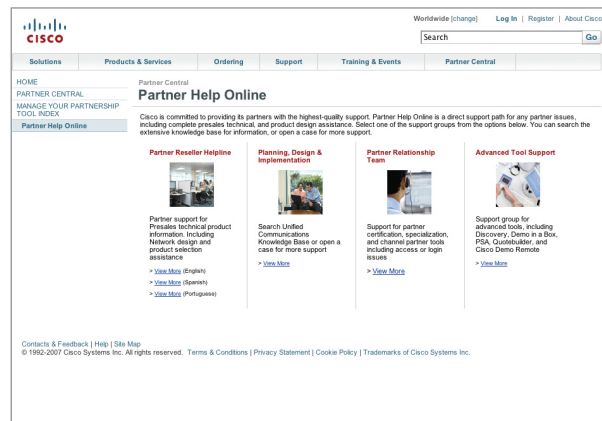
Cisco and our partners are building new capabilities to meet the demands of our customers and to capture the unprecedented growth opportunity.

Cisco Partner Enablement provides a consistent and repeatable approach for you to utilize the extensive portfolio of offerings to more effectively sell, deliver and support Cisco solutions.

We'll now introduce you to Partner Help Online, which is one of the valuable offerings that fits within the overall portfolio of Partner Enablement.

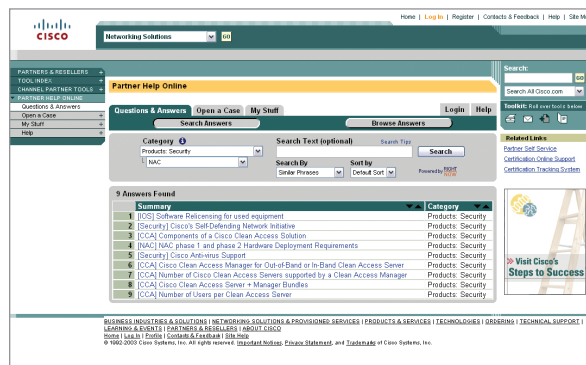
What is Partner Help Online?

Partner Help Online gives partners access to technical product information, including assistance with network design and product selection. Partners can ask questions, open cases, and search through a vast library of information— quickly and easily. This partner resource improves the presale process, by giving partners access to the answers they need to help them deliver the best solution for each customer's unique requirements.



What are the partner benefits of using Partner Help Online?

Partner Help Online provides a wealth of information to help partners find the right solution for the needs of each customer. With so many answers available at their fingertips, partners can be better prepared for the unique network challenges and requirements of each customer. This preparation can increase the partner's chances of making a sale—and ultimately, increase profitability.



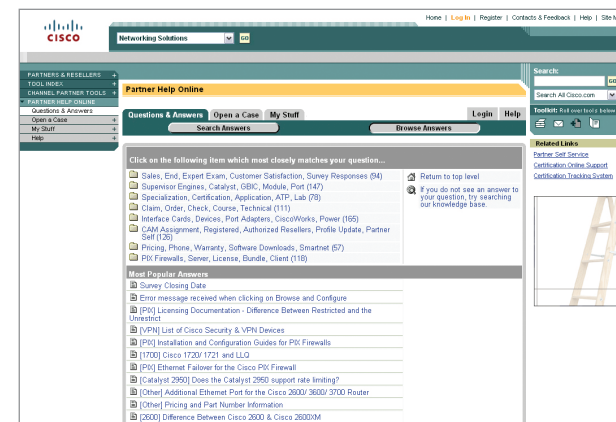
How does Partner Help Online work?

When a Partner visits the Home page they must select the Partner Reseller Helpline icon and they will click through 3 pull-down menus to select:

- The industry category of product they need information about
- The model number of product
- Whether to search the KnowledgeBase or ask a question

When partners search the KnowledgeBase, they receive a list of questions and answers relevant to the industry and product they need help with. Several of these answers have links to online documents and additional sources of information.

If partners can't find the answer they're looking for on the KnowledgeBase, they can open a case on the Web site and receive additional support, including product placement selection and hardware configuration assistance. They can ask a question and receive an answer online, or they can receive direct phone support 5 days a week, Monday through Friday from 4 a.m. to 6 p.m. Pacific Time. These hours will soon be increased to support additional countries.



Language Availability

Partner Help Online is available in English, Spanish, Portuguese, Simplified Chinese and French (May 2007). More language options will follow later this Calendar year.

Partner Help Resources (formerly Partner Reseller Helpline)

Partner Help (formerly Partner Reseller Helpline) Website: <http://www.cisco.com/go/ph>

Partner Enablement Website: <http://www.cisco.com/go/partnerenablement>