

Customer Advocacy for Distribution Operations External Communications

Worldwide Service Sales Operations

Goal of Message	Announcing the launch of SCC tool enhancements for Indirect Resellers and Distributors (SMS3) for the June 7, 2009 Release
Theaters Impacted	Global
Target Audience	Resellers

In order to improve your service contract quoting and ordering experience, Cisco will update your service management tool, SCC for Indirect Resellers and Distributors (SMS3), on June 7, 2009.

June 7, 2009 Key Enhancements

These enhancements will be added to SMS3 on June 7, 2009:

- **'Pending Registration'** quotes that fail conversion will no longer cause the contract field to remain at TBD and the user will be able to resubmit it without IT intervention.
- **Minor lines will now price accurately** in Quote Wizard when the user updates the quote with the serial number of the product.
- **Resellers now have the ability to:**
 - Access the **Reseller Preferences Screen** to set your favorite distributor, distributor account number, and SMS3 confirmation email address.
 - Complete **additional search functions** within Quote Manager such as quote status, date range, and customer name.

Support and Training

Technical Support: For questions on SCC for Indirect Resellers and Distributors (SMS3), please check [Knowledge Base](#). For support, please open a case with [Service Support Center](#).

SCC training is available. For more details on the SCC tool, go to [Training Central](#).