






For Users of SCC for Indirect Resellers and Distributors

Cisco continues to update the SCC environment in order to enhance your service experience. This Progress Report provides current information regarding issues that apply to the SCC application, including those we are currently researching, the status and actions for users if they experience these issues.

November 2008 SCC Performance Summary: We have been tracking key metrics regarding the three most common issues that you have reported: Temporary IDs, Partial Registration and Quote Conversion Failures. Significant progress has been made in resolving these issues and others that have been reported. We will continue to proactively monitor trends for all issues that are reported so that we can focus on resolving them as quickly as possible. Updates will continue to be provided.

Progress Report Table		
<i>Issue Summary</i>	<i>Resolution Status – November 19, 2008</i>	<i>Actions for Users</i>
<p>Temporary IDs:</p> <ul style="list-style-type: none"> A Temporary identification number is assigned when a new address is created on the quote. When this occurs, you may not be able to submit quotes for ordering. 	<ul style="list-style-type: none"> The backlog decreased by approximately 41% from September to October. The majority of currently known Temporary ID issues have been resolved. 	<p>Double click icon for detail:</p>  <p>Quick Tips Temp ID</p>
<p>Temporary IDs – New Issue:</p> <ul style="list-style-type: none"> Quote Failure – Addresses Not Recognized: Quotes are failing conversion because the customer address information is not synchronized between the backend systems (C3 and SJPROD). 	<ul style="list-style-type: none"> This issue is responsible for approximately 50% of the cases filed related to Temporary IDs. The team is researching a permanent fix. Updates will be provided as more information becomes available. 	<p>Double click icon for detail:</p>  <p>Quick Tips Temp ID</p>
<p>Partial Registration:</p> <ul style="list-style-type: none"> You may be encountering errors when registering a quote in the Registration Wizard. 	<ul style="list-style-type: none"> The backlog decreased by approximately 62% from September to October. The backlog is continuing to trend down to single digit numbers. It is significantly below the case thresholds that the support team aims to maintain. 	<p>Double click icon for detail:</p>  <p>Quick Tips Registration</p>
<p>Quote Conversion Failure:</p> <ul style="list-style-type: none"> Quote conversion failures are causing a quote conversion backlog and impacting resolution cycle time. You may be experiencing a delay with the order submission process. 	<ul style="list-style-type: none"> Currently, we are seeing a global, steady decline in the Quote Conversion Failure (QCF) backlog and dollar amount in line with desired thresholds. The total number of cases has reduced by approximately 41% from September to October. 	<p>Double click icon for detail:</p>  <p>Quick Tips QCF</p>
<p>System Timeout:</p> <ul style="list-style-type: none"> Your workflow may be interrupted multiple times each day due to frequent system timeouts. This timeout causes you to have to login to the system multiple times. 	<ul style="list-style-type: none"> No new cases have been reported since the fix in October was deployed. A long term fix is under investigation. Updates will be provided. Ask Edmund about long-term fix.. 	<p>Double click icon for detail:</p>  <p>Quick Tips - System Timeout</p>

SMS3 Progress Report

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Cisco External

Progress Report Table		
Issue Summary	Resolution Status – November 19, 2008	Actions for Users
SmartCare: <ul style="list-style-type: none">When distributors order SmartCare, they receive an “Invalid Bill To” error message.	<ul style="list-style-type: none">A fix was deployed in October to resolve this issue.	N/A
Renewal Contracts: <ul style="list-style-type: none">Renewal contracts could not be created due to the following error message, “No product(s) available for renewal.”	<ul style="list-style-type: none">A fix was deployed in September to resolve this issue.	N/A