

Cisco Service Contract Center—Access by Role



This document describes the various user roles for Cisco Service Contract Center and gives links to detailed access information.

Role	Description	Training
Cisco 1-Tier Partners	If you are a registered Cisco partner that is qualified to resell products and services under the Cisco brand, then you need partner-level access to Cisco Service Contract Center. Partner Registration is required to obtain this level of access to Cisco Service Contract Center.	<ul style="list-style-type: none"> • CSCC Access Checklist for 1-Tier Partners (PDF - 425 KB) • Training Curriculum for Partners
Direct Customers	If you purchase services directly from Cisco for your own consumption and without the intervention of a Cisco partner, then you are a Direct Customer. Direct Customers do not sell Cisco products and services. As a Direct Customer, you are granted quoting, ordering, and contract management access in Cisco Service Contract Center. To obtain access to quoting and ordering functionality, you must first sign an Internet Commerce Agreement (ICA).	<ul style="list-style-type: none"> • CSCC Access Checklist for Direct Customer (PDF - 418 KB) • Training Curriculum for Direct Customer (PDF - 71 KB)
End Users	If you purchase Cisco services through a Cisco partner, then you are an End User (also referred to as a Contract End User or End Customer). As an End User, you are only entitled to access the Contract Management functionality in Cisco Service Contract Center.	<ul style="list-style-type: none"> • CSCC Access Checklist for End User (PDF - 398 KB) • Training Curriculum for End User (PDF - 57 KB)

Role	Description	Training
Dual Role—Direct Customer and End User	If you purchase some services directly from Cisco and purchase other services through Cisco partners, then you have two roles in Cisco Service Contract Center. Cisco grants access to contracts based on the role of the user on the contract. If you purchased Cisco services through a Cisco partner, the role on those contracts will be that of an End User. If you then purchase services directly from Cisco without the intervention of a Cisco partner, your role for those services is Direct Customer and will require a separate user ID for access to those contracts.	<ul style="list-style-type: none"> • CSCC Access Checklist for End User (PDF - 398 KB) • CSCC Access Checklist for Direct Customer (PDF - 418 KB) • Training Curriculum for Direct Customer (PDF - 71 KB) • Training Curriculum for End User (PDF - 57 KB)
Partner Service Provider	If you are a service provider that is registered as a Cisco partner that is qualified to resell products and services under the Cisco brand, then you require partner-level access to Cisco Service Contract Center. Partner Registration is required to obtain this level of access to Cisco Service Contract Center.	<ul style="list-style-type: none"> • CSCC Access Checklist for Partner SP (Service Provider) (PDF - 434 KB) • Training Curriculum for Service Provider (PDF - 68 KB)
Service Provider	If you are a service provider, but you are NOT registered as a Cisco partner that is qualified to resell products and services under the Cisco brand, then you are granted quoting, ordering, and contract management access in Cisco Service Contract Center. To obtain access to quoting and ordering functionality, you must first sign an Internet Commerce Agreement (ICA).	<ul style="list-style-type: none"> • CSCC Access Checklist for Service Provider (PDF - 418 KB) • Training Curriculum for Service Provider (PDF - 68 KB)



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