وأ ةقثلا ىؤر وأ Crosswork ةكبش ىؤر ءاشنإ تانايبلا رورم ةكرح ليلحت ةمدخ بلط

تايوتحملا

<u>قمدقملاا</u> <u>قیساسألا تابلطتملا</u> <u>تابلطتملا</u> <u>قمدختسملا تانوكملا</u> <u>تاقيبطتلا لخاد نم قلاح حتف</u>

ەمدقملا

تكبش ىؤرل ةلاح حتفل اهعابتا ىلإ جاتحت يتلا تاوطخلا دنتسملا اذه فصي Crosswork تكبش ىؤرل الازم فصي قيلمعلا فلتخت Crosswork (CTA) رورم ةكرح ليلحت وأ Crosswork Trust (CTI) ىؤر وأ (CNI) سفنب رادت ال (يلسلستلا مقرلا) جتنملا فيرعتو صيخارتلاو ةمدخلا دوقع نأل اليلق يرطلا

ةيساسألا تابلطتملا

تابلطتملا

عقومل حلاص لوخد ليجست هيدل صخش لك ىلع دنتسملا اذه قبطني <u>crosswork.cisco.com</u>. مدختسملا باسح لكاشم يف ةدعاسم ىلع لوصحلا ةيفيك طبترملا دنتسملا حرشي:

:ةيلاتلا عيضاوملاب ةفرعم كيدل نوكت نأب Cisco يصوت

- كاisco Online (CCO) لاصتا مدختسم باسح تامولعم
- .كب صاخلا CTI وأ CNI باسحب ةطبترملا يرخُلْلا تامول عملا وأ ةمدخلاً دقَّع •

ةمدختسملا تانوكملا

.جمانربلا نم ددحم رادصإ ىلإ دنتسملا اذه يف ةدراولا تامولعملا دنتست ال

ةصاخ ةيلمعم ةئيب يف ةدوجوملا ةزهجألاا نم دنتسملا اذه يف ةدراولا تامولعملا ءاشنإ مت. تناك اذإ .(يضارتفا) حوسمم نيوكتب دنتسملا اذه يف ةمدختسُملا ةزهجألاا عيمج تأدب رمأ يأل لمتحملا ريثأتلل كمهف نم دكأتف ،ليغشتلا ديق كتكبش.

تاقيبطتلا لخاد نم ةلاح حتف

رركتم لكشب جتنملا ريغت عم اليلق ةفلتخم ةضورعملا روصلا ودبت دق :**ةظحالم**

مادختساب لوخدلا ليجستو Access Crosswork<u>Cloud قباحسب بيحرتا.</u> ةشاش .1 ةوطخلا كب ةصاخلا دامتعالا تانايب.



Crosswork ةباحسب بيحرتلا ةشاش

زمرلا?ددح .ةلكشملا قيثوتل تامولعملا نم نكمم ردق ربكأ عيمجتب موقت نأ دعب .2 ةوطخلا ةروصلا يف حضوم وه امك ةشاشلا نم يلفسلا رسيألا بناجلا ىلع دوجوملا.

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يساسألا راجيإلا تامولعم ةحول

.ةروصلا يف حضوم وه امكOpen Support Caseددح ةشاشلل ىرسيلا ةيولعلا ةيوازلا نم .3 ةوطخلا



معدلاو تاميلعتلا ةشاش

ةروصلا يف حضوم وه امك **ةديدج ةلاح حتف** ددح ،معدلا ةلاح ريدم ةشاش نم .4 ةوطخلا.

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معدلا ةلاح ريدمب بيحرتلا ةشاش

وه امك **ةديدج قلاح حتف** رتخأ مث **تامدخلاو تاجتنملا** ددح ،ةلدسنملا ةمئاقلا نم .5 ةوطخلا ةروصلا يف حضوم.

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ةديدج ةلاح ةشاش حتف

لخدأو **ةمدخلا ةيقافتاٍ بسح جتنم نع ثحب** ددح ،ةشاشلاب **بلطلا عون** مسق يف .6 ةوطخلا ةروصلا يف حضوم وه امك جتنملا فصو يف **عطاقتملا لمعلا**.

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جتنملا نع ثحبلا

نارتقا مدع ىلإ ةيلاتلا ةروصلا يف ةحضوملا ةباجتسالا لثم ةباجتسإ ريشت .7 ةوطخلا

ىلع لوصحلل ەعم لمعت يذلا Cisco كيرش وأ Cisco ب لاصتالا ىلإ جاتحت .كباسحب ةمدخ دقع ب لاصتالا ىجريف ،ةلجاع ةلكشملا تناك اذإ .كباسحب ةنرتقملا ةبسانملا دوقعلا CX دعاسملا ىلع لوصحلل

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قاقحتسالا نم ققحتلا

.ةروصلا يف حضوم وه امك **يلاتلا** ددح مث **Crosswork ةكبش** ىؤر لاخدإ ددح .8 ةوطخلا

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معدلا دوقع ةمئاق بجومب تاجتنملا

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ةينقتلا بسح ثحبلا

ةلكشملا فصول تامولعملا نم نكمم ردق ربكأ لخدأ .9 ةوطخلا.

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ةلاحلا ليصافت ةشاش ريفوت

نع ثحبا مث **ايودي ام ةينقت** ددحو ةشاشلا نم يلفسلا مسقلا ىلإ ريرمتلاب مق .10 ةوطخلا .ةروصلا يف حضوم وه امك **ديدحت** قوف رقنا مث **Crosswork Trust ىؤر وأ Crosswork قكبش ىؤر**



ةينقتلا ديدحت ةشاش

ىلٍا جاتحت ةيلمعلاا نم ةطقن يأ يف تنك اذإ ،**لاسرا** ددحو جذومنلا ةيقب علمب مق 11 ةوطخلا دنع .ةدوسمك ةلاحلا ظفحل رايخلا وه اذهف ،اديعب ةوطخلاب مق وأ تامولعملا نم ديزملا عمج ىلوألا ةحفصلا ىلع ةلاحلا ةدوسم ضرع متي ،**معدلا ةلاح ريدم** ىلإ ةدوعلا:



ةيفاضإ ليصافت ةفاضإ

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ةعومجم مالعا متي .ةروطخلا ةضفخنم تالاح لاسرا ةيناكما نم معدلا ةلاح ريدم دحي .12 ةوطخلا يف ةمدقملا ةلضفملا لاصتالا تامولعم مادختساب ةمدخ سدنهم بيجيو ،ةلكشملاب CX ب لاصتالا مث ةضفخنم ةروطخك ةلاحلا ءاشنا كنكمي ،ةدقعملا تالاحلل ةبسنلاب .ةلاحلا قافراو تامولعملا ريفوت كل حيتي اذهو .ةروطخلا ةدايز بلطو ةلاحلا مقر مادختساب Cisco CX .تقولا ريفوتو Cisco CX ليغشت لبق قيقحتالا نم ديزمل تافلمل

ةمجرتاا مذه لوح

تمجرت Cisco تايان تايانق تال نم قعومجم مادختساب دنتسمل اذه Cisco تمجرت ملاعل العامي عيمج يف نيم دختسمل لمعد يوتحم ميدقت لقيرشبل و امك ققيقد نوكت نل قيل قمجرت لضفاً نأ قظعالم يجرُي .قصاخل امهتغلب Cisco ياخت .فرتحم مجرتم اممدقي يتل القيفارت عال قمجرت اعم ل احل اوه يل إ أم اد عوجرل اب يصوُتو تامجرت الاذة ققد نع اهتي لوئسم Systems الما يا إ أم الا عنه يل الان الانتيام الال الانتيال الانت الما