



Cisco Smart Net Total Care Service Interactive Demo Script for the Portal

June 8, 2021

Introduction

The Smart Net Total Care® portal introduces customers to a new user experience with the main theme of “More Simplicity, Visibility and Speed.” We recommend that you focus on this theme during your customer demo. The goal is to demonstrate to all customers, either a new prospect or a “lapsed user”, how the Smart Net Total Care portal is simple to use, provides visibility into more device details, and that it is easy – just a few clicks - to get to the information they want.

Make sure you read the Best Practices section and the information about the demo environment and how to prepare.

The demonstration sections walk through basic navigation, and a service coverage management workflow scenario.

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Demo Best Practices

1. Demo environment is shared. What you do as the customer administrator will affect others that demo after you!
2. Please remove report filtering and layout changes. Leaving them will affect what others see when they login with the same user ID.
3. Please delete any new dashboards you have created at the end of the session (see item 1 above)
4. We are a global team (Cisco never sleeps!) We've received complaints from several regions that a scenario they set up the night before was blown away by someone else's demo by the next morning.
5. It is best to showcase the portal both as an application admin and a non-admin user. We have setup a few user IDs to mimic job roles such as network administrator and contract administrator. The partner user (CBR user and CBR admin) logins and passwords are not fully implemented currently.

Demo Environment

Since it is a shared environment, the internal demo network may have multiple inventories defined. We recommend you use **SNTC Demo Account** for your demo for best results.

Demo Preparation

- Portal availability, performance and upload processing activity can be checked on the [Smart Net Total Care Operational and Maintenance Status page](#).
- Be sure to check the Inventory and Segment selected to make sure you are displaying the data you want.
- To ensure that your demonstration runs smoothly, we recommend that you open the Smart Net Total Care portal in a browser window ahead of time, to ensure that it is accessible and to check the status of the environment and to familiarize yourself with the available data.
- The demo is best experienced in Firefox or Chrome.
- When logging into the portal with the demo account, close all browsers and begin a new browser session. (If you have logged into Cisco.com with your CEC credentials, log out before starting the demo.)
- To perform the portal demonstration, log into the portal using the following credentials:

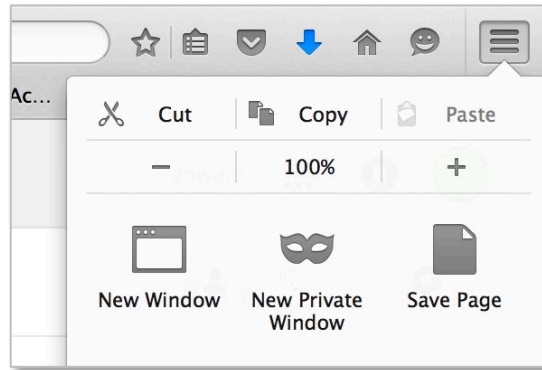
User Name	User Role	User ID	Email	Password
Application Administrator	Customer Admin	appAdministrator	app_adm@outlook.com	goSNTC1demo
Contracts Admin	Customer User	contracts_admin	contractsadmxyz@gmail.com	goSNTC1demo

<https://services.cisco.com>

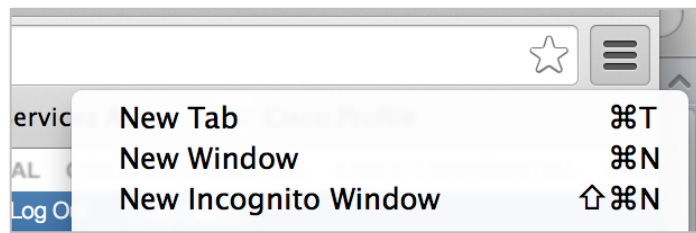
Entitled Company (EC): **SNTC Demo Account (CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY)**

NOTE: If you have problems accessing the portal, please try a private browsing session. Privacy mode, private browsing, or incognito mode is a privacy feature in web browsers to disable the browsing history and web cache.

In Firefox, go to the right hand top corner of the screen and select New Private Window.



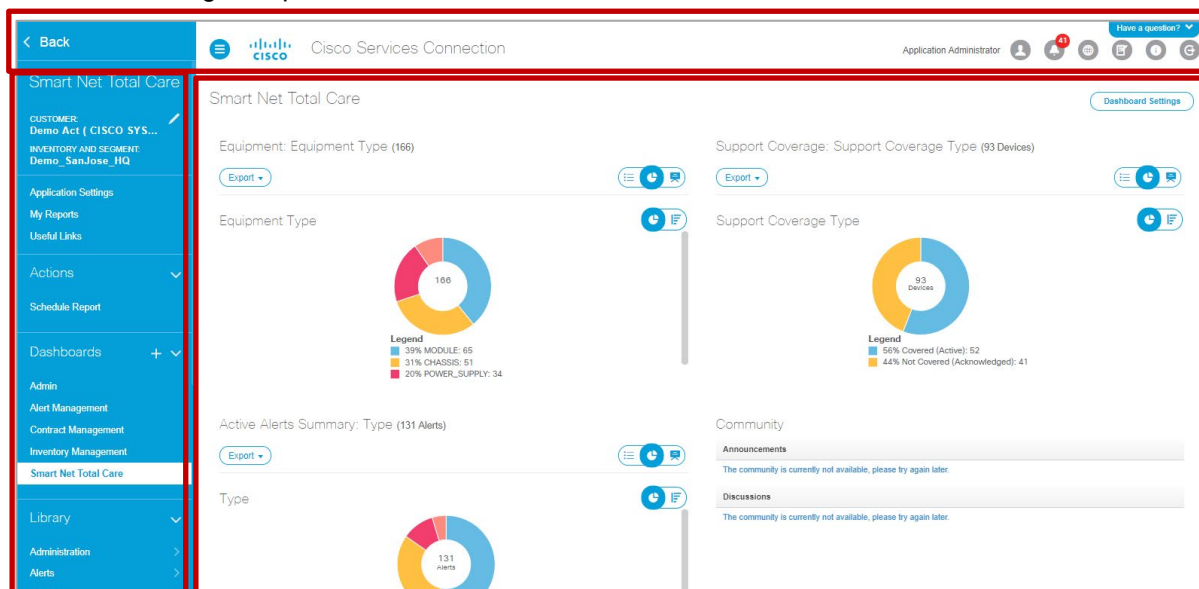
In Chrome, go to the right hand top corner of the screen and select New Incognito Window.



Navigation Basics

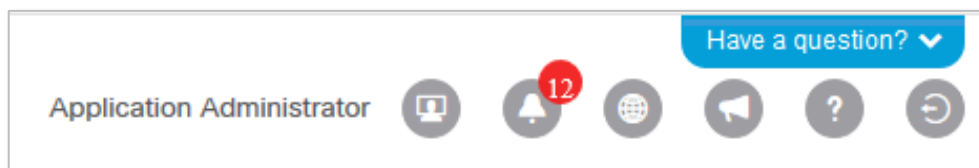
When you log into the Smart Net Total Care portal you will see the Cisco Services Connection interface screen. There are three main areas:

- Title bar
- Content pane
- Left navigation pane

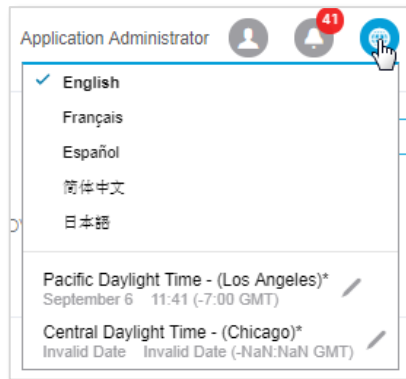


Title Bar

The bar, at the top of the screen, shows you basic information such as the name of the current user, notification count, a link to change the local language choice, a way to provide portal feedback, basic Information links, and the logout option.



Each user can select their preferred language for the portal display. Click on the globe icon to view the local language options. Localizing the portal screens can help improve adoption of Smart Net Total Care in a diverse environment.



The globe icon also allows the user to set the time zone for all displayed timestamps in reports.

The “Have a question?” button lets you type in keywords or questions and provides access to support pages, documents and videos for online help.

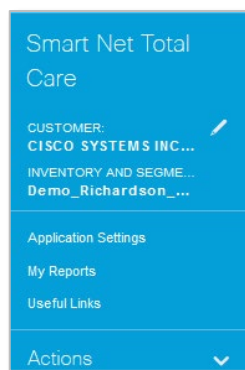
Content Pane

The content pane is the area where information is displayed. The left navigation pane controls what appears in the content pane.

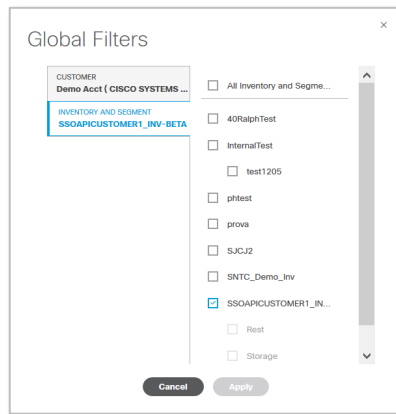
Left Navigation Pane

At the top of the left navigation pane you will see a “Back” indicator. This button will take you to a list of all the Cisco services to which you are subscribed. You change which service application you are viewing by clicking on any of the entries.

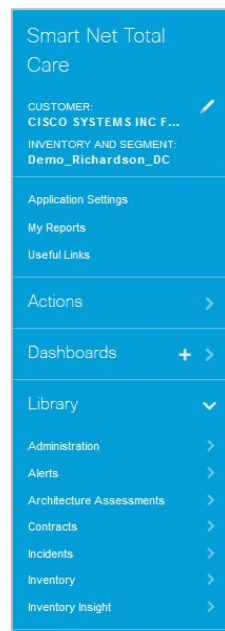
When you are in the Smart Net Total Care portal application, the pane shows the company name...what Cisco calls the Entitled Company (EC). And below that you see the Inventories available. This allows you to show a view of multiple inventories in a single screen or report...a consolidated view of your network devices.



To change your EC and inventory view, click on the pencil icon and select from the list displayed.



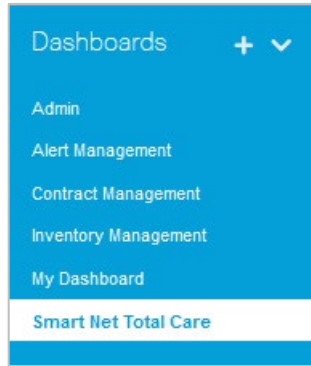
The navigation pane is divided into several sections for accessing common functions, dashboards, and a library of reports.



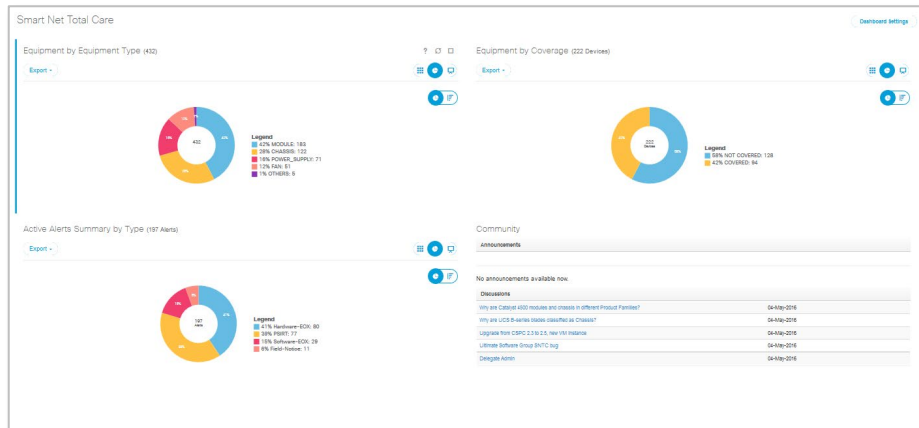
When you make a choice in the navigation pane, the selection is displayed in the content pane.

Dashboards

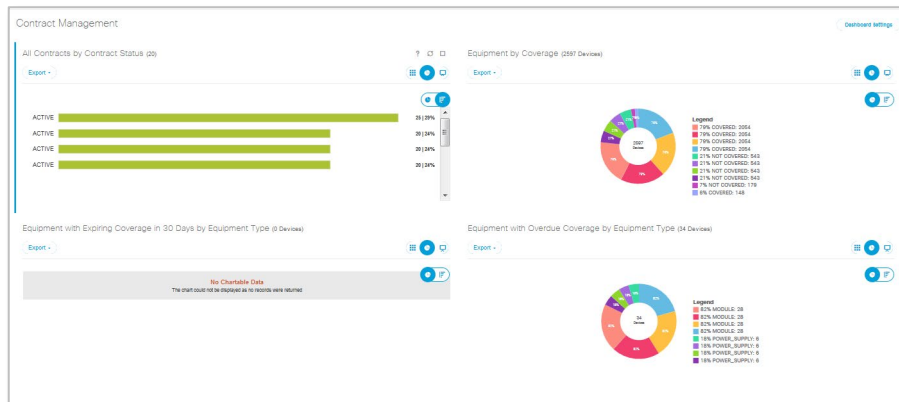
Dashboards are groups of reports. The SNTC portal comes with preconfigured dashboards that provide summary information.



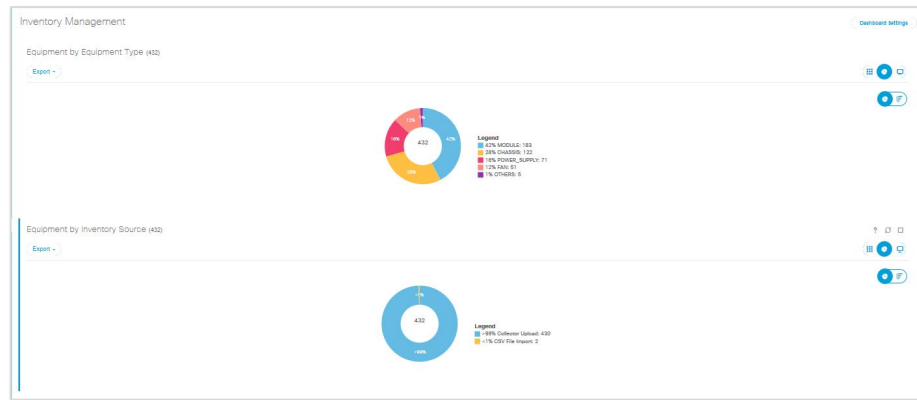
The **Smart Net Total Care dashboard** is the main dashboard for the portal, and gives you a summary of inventory by equipment type, contract coverage, and alert status information.



The **Contract Management dashboard** shows four report panes that give you the basic information to understand the status of your contracts: a list of all contracts, a summary of covered and not covered devices, expiring contacts in the next 30 days, and a list of overdue contracts.



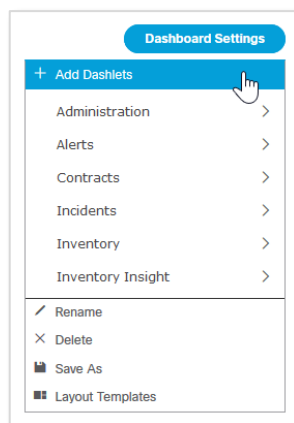
The **Inventory Management dashboard** shows you the number of items by equipment type in the inventory, and a pane that shows how your inventory data was gathered; from a collection upload, or imported from a csv file.



The **Alerts Management dashboard** provides a quick breakdown of active alerts by category and a summary of the number of devices that are near or past last day of support.

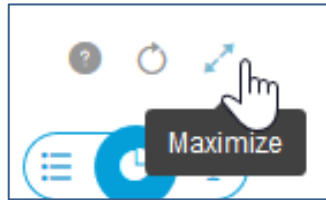


You can create a custom dashboard by clicking on the plus sign in the Dashboards folder title. A new dashboard will be opened. You can customize it by clicking on **Dashboard Settings** in the content area

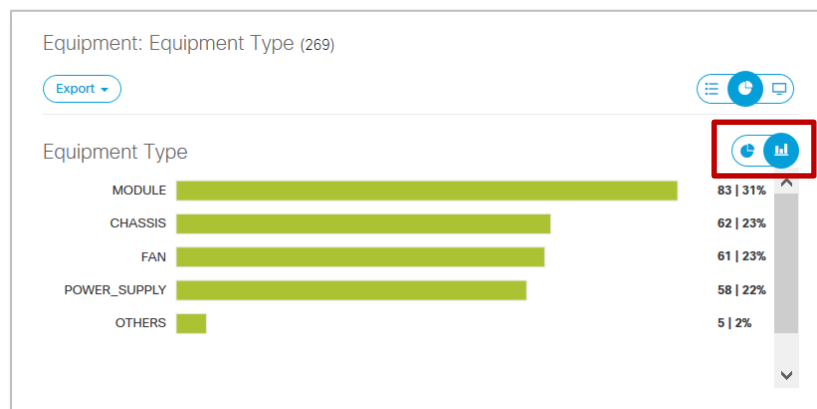
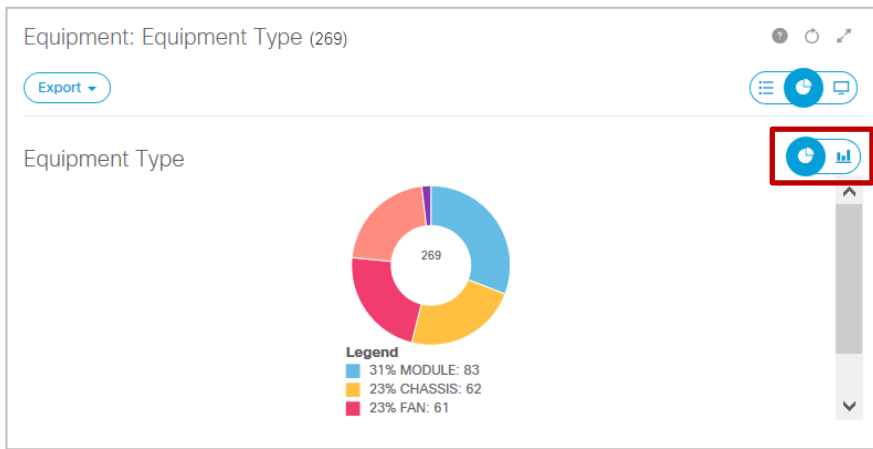


...and adding any dashlets/reports from the library to show the information that is most important to you. You can name the dashboard and save it so it is always easily available in the Dashboards section of the navigation panel whenever you log in.

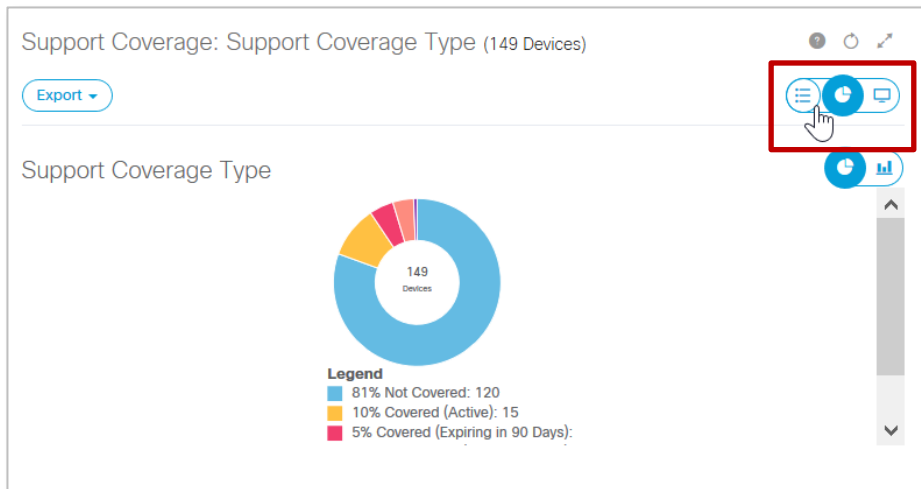
You can increase the size of any of the panes to full screen by selecting the Maximize function in the upper right corner of any pane.



In chart views you can easily switch between pie chart and stacked-bar.



From many of the dashboard panes, it's easy to drill down to a tabular view for more details.



Equipment (222 Devices)

Export ▾

Hostname	IP Address	Serial Number	Product ID ↑ ₃	Product
...
<input type="checkbox"/> TSPM-SJ-P1C1GW1	172.21.34.67	JAE151002QY	AS535-DFC-2CE1	AS5X00 S
<input type="checkbox"/> TSPM-SJ-P1C1GW1	172.21.34.67	151002	S5080C	AS5X00 S
<input type="checkbox"/> TSPM-SJ-SNTC-GW1	172.21.34.29	151002	S5080C	AS5X00 S
<input type="checkbox"/> SPG-SH-SJC-11-AS	172.21.34.172	JAE154208IX	ASR1000-ESP5	ASR 1000
<input type="checkbox"/> SPG-SC-SJC-10-1002	172.21.34.122	ART1327U029	ASR1002-PWR-AC	ASR 1000
<input type="checkbox"/> SPG-SC-SJC-10-1002	172.21.34.122	ART1322U040	ASR1002-PWR-AC	ASR 1000

The Equipment (222 Devices) dashboard pane displays a table of device details. The table has five columns: Hostname, IP Address, Serial Number, Product ID (with a sort arrow and a '3' indicating three items), and Product. The table is scrollable, and a red box highlights the top-right corner of the pane, containing icons for a menu, a refresh button, a search icon, a grid icon, a refresh button, and a tabular view icon.

Library Reports

The Library in the navigation pane is separated into categories of reports – the “smart reports” that give you one-click access to specific information.

Clicking on a report in the list controls what is displayed in the content area. For example, in the “Inventory” section, click on the “All Equipment” report

Smart Net Total Care
Inventory Management

My Dashboard
New Dashboard
Smart Net Total Care

Library
Administration
Alerts
Architecture Assessments
Contracts
Incidents
Inventory
Summary
All Equipment
Inventory Duplicates
Inventory by Product
Inventory Collection Delta
Inventory by Sites
All Hosts
Custom Inventory

All Equipment (432)

Actions Export

Hostname	IP Address	Serial Number	Product ID	Product Family	Equipmen...	SNMP sysLocation	SW Type	SW Version	Inventory	Segment
APe05f091c9a87	192.168.133.68	FGL1450S4QU	AIR-CAP3502I-C-K9	Cisco Aironet 3500 Series	CHASSIS			15.3(20140...	Demo_Richard...	---
APe05f091c9aa2	192.168.133.67	FGL1450S4QX	AIR-CAP3502I-C-K9	Cisco Aironet 3500 Series	CHASSIS			15.3(20140...	Demo_Richard...	---
AP40f1b1583b4	192.168.133.65	FTX182178PY	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS			15.3(20140...	Demo_Richard...	---
AP40f1b29c314	192.168.133.64	FTX182178PX	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS			15.3(20140...	Demo_Richard...	---
AP40f1b300310	192.168.133.66	FTX182178PW	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS			15.3(20140...	Demo_Richard...	---
AP40f1b8932ec	192.168.133.63	FTX1822S1LZ	AIR-CAP2702I-A-K9	Cisco Aironet 2700 Seri...	CHASSIS			15.3(20140...	Demo_Richard...	---
MBCC-ASA5510-1	192.168.131.138		CISCOASA5510=		CHASSIS	RoatanHonduras	IOS	c2800n-m-a...	Demo_Richard...	---
SEP001DA2395FA5	10.88.94.242		Cisco TelePresen...		IP_PHONE			1.7(s)/bn	Demo_Richard...	---
SEP04C5A44C9775	10.88.94.241	FCH1529FT60	CP-7975G	Cisco Unified IP Phone ...	IP_PHONE			9.2(7)S	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203	AMS15310083	DS-C9148-K9	Cisco MDS 9100 Series ...	CHASSIS		NA	5.0(1a)	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203		Generic 1RU Fan	MDS Fans	FAN		NA	5.0(1a)	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203		Generic 1RU Fan	MDS Fans	FAN		NA	5.0(1a)	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203		Generic 1RU Fan	MDS Fans	FAN		NA	5.0(1a)	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203		Generic 1RU Fan	MDS Fans	FAN		NA	5.0(1a)	Demo_Richard...	---
SPG-DC-SJC-15-MDS9...	172.21.35.203	QCS1403K04N	DS-C48-300AC	MDS Power Supplies	POWER_S...		NA	5.0(1a)	Demo_Richard...	---

In tabular reports you can also easily sort, filter and search right in the content area. You can sort the data in ascending or descending order by clicking on the small triangle in the column heading.

All Equipment (432)

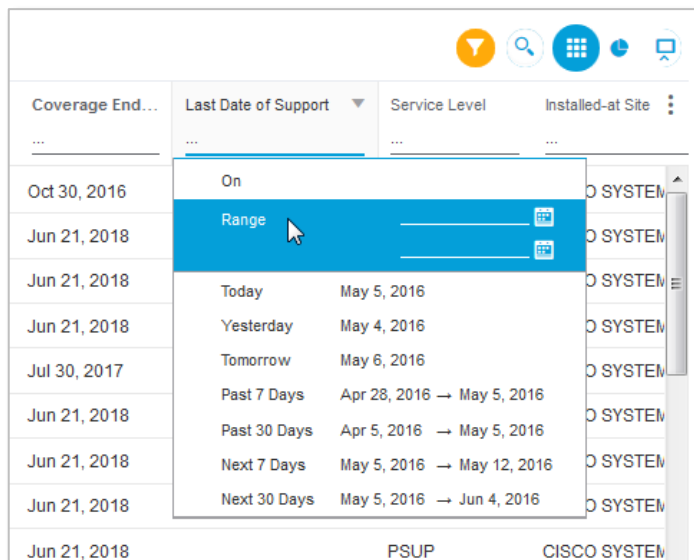
Actions Export

Hostname ↑	IP Address	Serial Number	Product ID	Product Family	Equipme
AP...	192.168.133.68	FGL1450S4QU	AIR-CAP3502I-C-K9	Cisco Aironet 3500 Series	CHASSIS
AP...	192.168.133.67	FGL1450S4QX	AIR-CAP3502I-C-K9	Cisco Aironet 3500 Series	CHASSIS
AP...	192.168.133.65	FTX182178PY	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS
AP...	192.168.133.64	FTX182178PX	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS
AP...	192.168.133.66	FTX182178PW	AIR-CAP3702I-A-K9	Cisco Aironet 3700 Series	CHASSIS
AP...	192.168.133.63	FTX1822S1LZ	AIR-CAP2702I-A-K9	Cisco Aironet 2700 Seri...	CHASSIS
MBCC-ASA5510-1	192.168.131.138		CISCOASA5510=		CHASSIS
SEP001DA2395FA5	10.88.94.242		Cisco TelePresen...		IP_PHO
SEP04C5A44C9775	10.88.94.241	FCH1529FT60	CP-7975G	Cisco Unified IP Phone ...	IP_PHO
SPG-DC-SJC-15-MDS9...	172.21.35.203	AMS15310083	DS-C9148-K9	Cisco MDS 9100 Series ...	CHASSIS

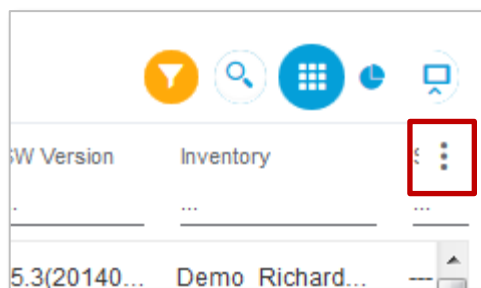
- Sort Ascending
- Sort Descending
- Remove Sort
- Hide Column
- Pin Left
- Pin Right

You can drag and drop the columns to another preferred location or select "Pin Left/Pin Right" to move the column to the extreme left/right. The column width can be adjusted by dragging the separator between the columns.

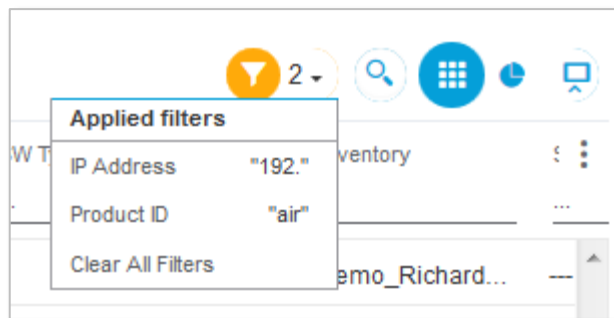
Each column has filtering criteria that is sensitive to the type of data in the column. For example, if you click on the filter field for the “Last Date of Support” column, you can choose from several options such as a date range and specify the beginning and end date of the range.



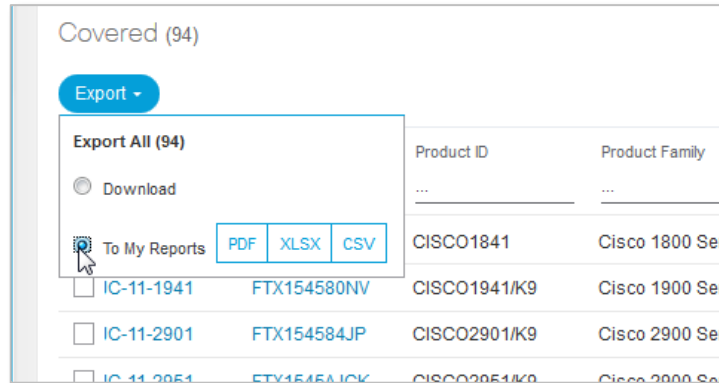
Many of the reports have additional columns that are not displayed by default. Select the triple-dots at the top right edge of any table to see a complete list of data items that are available in the report. Click on any of the unchecked items to add the column to the on-screen display.



You can apply filters to multiple columns to narrow down the report information and show only the results matching the criteria you specified. Once you have set a filter, the “Applied Filter” icon will indicate how many filters are applied.



When you have the specific data you want, you can export it in PDF, XLSX, or CSV format or download it in CSV format directly to your desktop, so that you have a report you can share with others on your team or use as a source of data for other systems.



NOTE: Report preferences are retained automatically. Modifications to the report layout such as selected columns, the order of column placement and column width are retained from session to session until you change them. Sorting sequence information, however, is retained only during the current browser session.

Drill Down

Many of the reports have hyperlinks embedded in them as indicated by the blue text.

Description	Affected ...	Last Date ...	More Info	S...	Notes	Inventory	Segment
<input type="checkbox"/> Selected Catalyst 6500 Series Models	4	Mar 31, 2006	http://www.cisco.com/en/US/products/h...	ACTIVE		SNTC_DEMO	---
<input type="checkbox"/> Cisco Aironet 40-bit WEP Products	1	Oct 27, 2006	http://www.cisco.com/c/en/us/products/...	ACTIVE		Richardson_DC	---
<input type="checkbox"/> Cisco Aironet 40-bit WEP Products	1	Oct 27, 2006	http://www.cisco.com/c/en/us/products/...	ACTIVE		Richardson_DC	---
<input type="checkbox"/> Cisco Aironet 350 Series Access Poi...	1	Nov 30, 2006	http://www.cisco.com/c/en/us/products/...	ACTIVE		Richardson_DC	---
<input type="checkbox"/> CISCO 7200 NPE-300 AND C7200-L...	1	Dec 31, 2006	http://www.cisco.com/en/US/products/h...	ACTIVE		SNTC_DEMO	---
<input type="checkbox"/> Cisco 1750 Modular Access Router ...	1	May 31, 2007	http://www.cisco.com/en/US/products/h...	ACTIVE		SNTC_DEMO	---

These hyperlinks let you drill down for more information about contract details, end-of-life alert announcements, lists of affected devices, and other data.

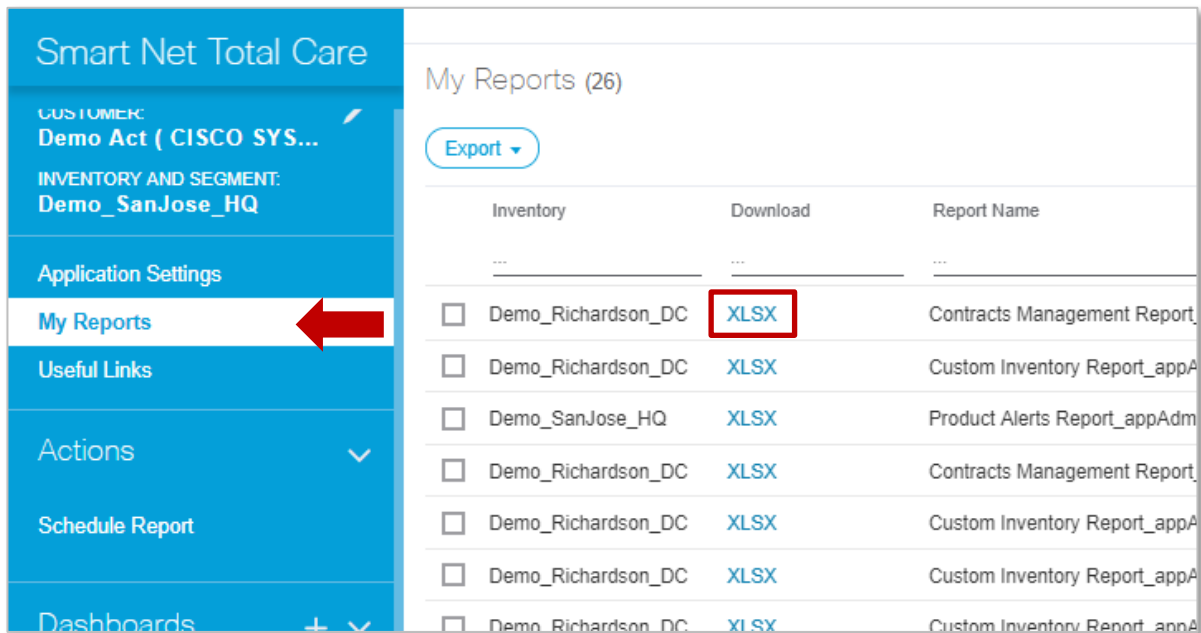
NOTE: When you click on the link in the More Info column for hardware and operating system (OS) software alerts, you may see some of the links redirect you to a generic Cisco.com product page instead of seeing the detailed End-of-Life (EoL) announcement. Cisco generally removes the detailed EoL announcements when it is five years past the Last Day of Support (LDoS). The URL is then redirected to a generic product page for that product family.

Common Functions

Several common functions are available, such as:

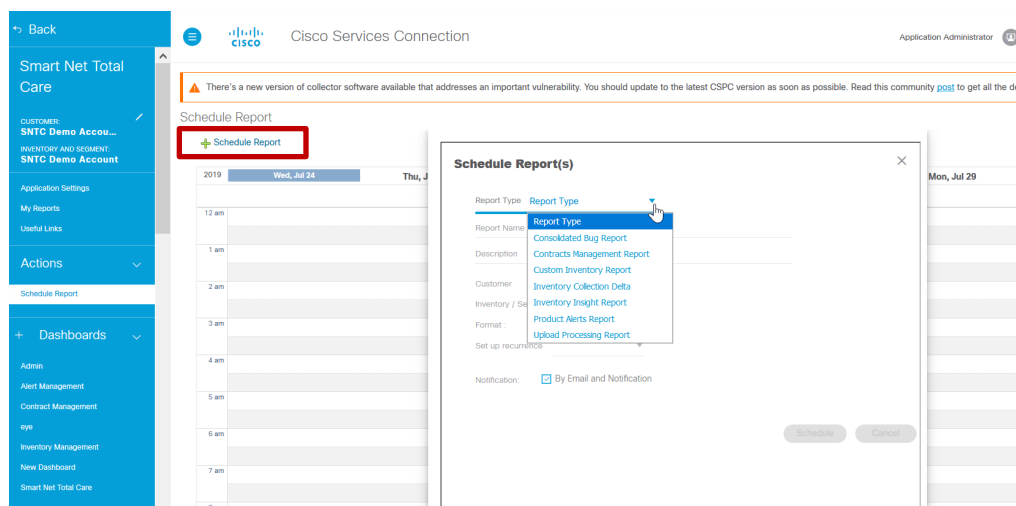
- “Useful Links” – with links to additional resources, such as the How-To videos, troubleshooting tools, the contract management center, technical information and the Smart Net Total Care community
- “My Reports” - for retrieving the online reports you export and your scheduled reports and from the Actions section:
- “Schedule Report” – to schedule reports to be run at regular intervals

When you export “To My Reports”, you can retrieve the report from the “My Reports” link near the top of the left navigation pane. You click on “My Reports” to see the list of reports you have requested. Click on the link to download the report to your system.



You will also receive an email when the report is available. The email will contain a link that gives you direct access to the report.

You can schedule a variety of reports to run at regular intervals so they are available when you need them. For example, click on the “Schedule Report” item in the navigation pane and select “Schedule Report” near the top-left of the screen.



Select the report you want from the “Report Type” drop down list. Specify the report format you prefer. You can control the report generation interval by using the “Setup recurrence” field. You can choose “Once, Immediately” to run the report right away. When you’ve selected all the options, click “Schedule”.

Schedule Report(s)

Report Type: Product Alerts Report

Report Name: Product Alerts Report_appAdministrator_1563997238588

Description:

Customer: SNTC Demo Account (CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY)

Inventory / Segment: SNTC Demo Account

Format: PDF XLS

Set up recurrence: Once, Immediately

Notification: By Email and Notification

Schedule Cancel

Service Coverage Management Scenario

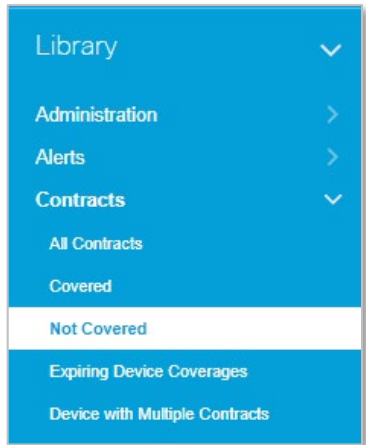
Helps network and contract administrators focus on devices that may need coverage.

Overview of Service Coverage Management

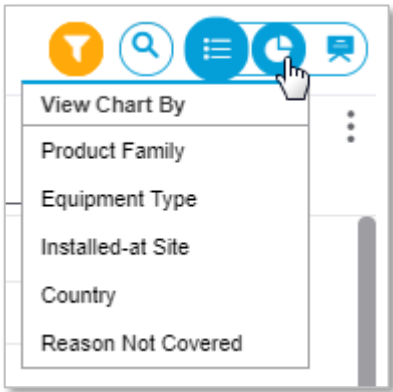
The Service Coverage Management feature enables customer administrators to focus only on those devices that may need service coverage. Uncovered items default to “Review Needed”, and by using Smart Reports in the portal, or a downloaded report in Excel such as the Contract Management Report, administrators can sort through items in their network and decide which need further action, and which do not.

Using this feature, an administrator can mark an uncovered device as needing further review of its service coverage, or that it is a spare, under warranty, or is not a production device. An example of this would be a spare power supply, which would not need service coverage. Other options include planned for replacement, or coverage not required. You can make notes about your selection. You can also select a single device, or multiple devices to help speed through this activity.

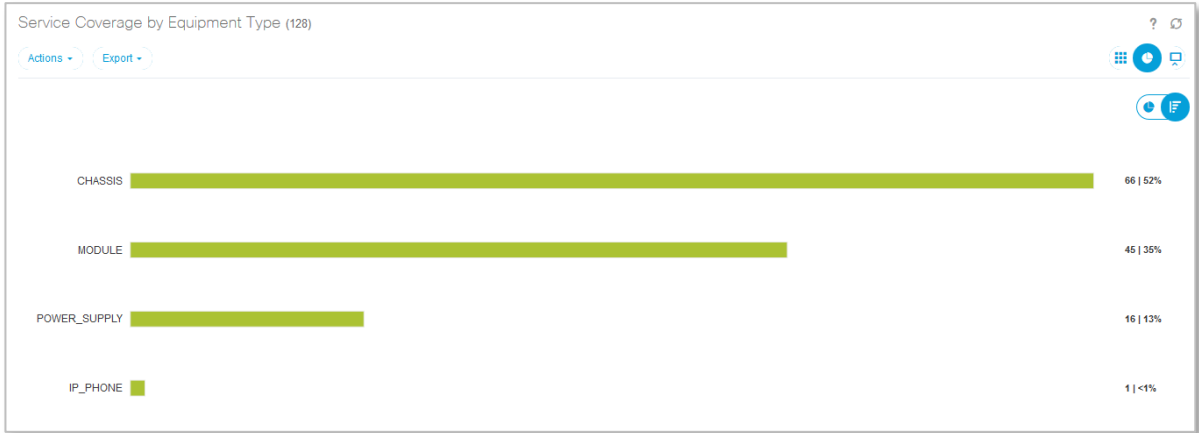
- Log in as an administrator user.
- From the left navigation pane, in the **Library** under **Contracts**, and select **Not Covered**. This will show the list of uncovered items in your installed base.



- To help sort this list, you can click on the chart icon and select one of the ways to view the data, for example, by **Equipment Type**...



...to see the different categories of uncovered equipment.



To drill down to detailed information, click on a specific bar. For example, to see a tabular list of just the power supplies, click on the power supply bar in the chart. In reviewing the list, you may want to show that you are planning to replace two of the power supplies and, therefore, are not covering

them.

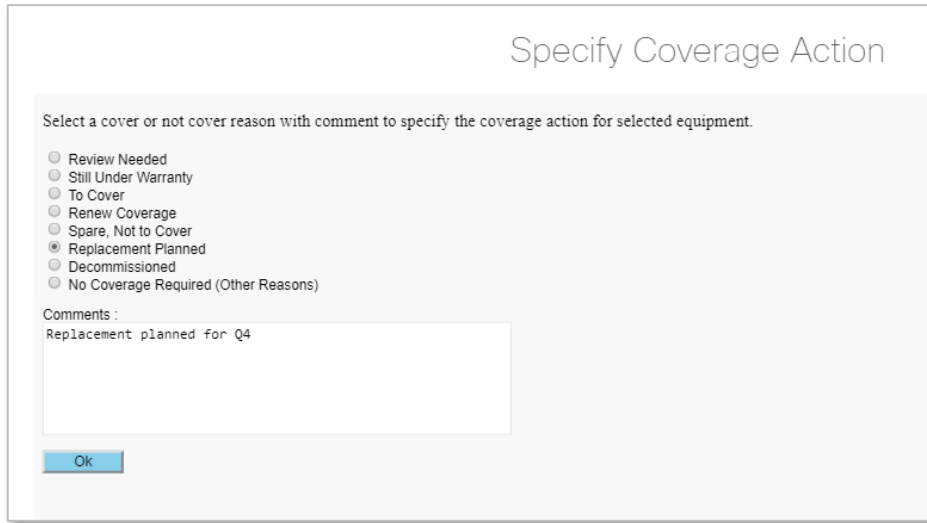
Hostname	Serial Number	Product ID	Equipment Type	Installed-at Site	Reason Not Covered	Comments	Inventory	Segment
<input type="checkbox"/> SPG-SH-SJC-11-AS	ART1536U090	ASR1002-PWR-AC	POWER_SUPPLY		Review Needed		Demo_Richard...	
<input type="checkbox"/> SPG-SC-SJC-10-1002	ART1322U040	ASR1002-PWR-AC	POWER_SUPPLY	C3 UNKNOWN CIBER C...	Replacement Planned	NA	Demo_Richard...	
<input type="checkbox"/> SPG-SN-SJC-3-ASR100...	ART1724U02V	ASR1002-PWR-AC	POWER_SUPPLY	CISCO SYSTEMS INC	Non-production Device	Different comments test	Demo_Richard...	
<input type="checkbox"/> SPG-SC-SJC-10-1002	ART1327U029	ASR1002-PWR-AC	POWER_SUPPLY	C3 UNKNOWN CIBER C...	Replacement Planned	NA	Demo_Richard...	
<input type="checkbox"/> SPG-SH-SJC-11-AS	ART1536U08X	ASR1002-PWR-AC	POWER_SUPPLY		Review Needed		Demo_Richard...	
<input type="checkbox"/> SPG-SN-SJC-3-ASR100...	ART1724U03S	ASR1002-PWR-AC	POWER_SUPPLY	CISCO SYSTEMS INC	Review Needed		Demo_Richard...	
<input type="checkbox"/> SPG-SC-SJC-10-3750X-1	LIT154300PF	C3KX-PWR-1100...	POWER_SUPPLY		No Coverage Required	On shelf	Demo_Richard...	
<input type="checkbox"/> SPG-SC-SJ-10-3750X-A	DTN1533L0TP	PWR-C1-350WAC	POWER_SUPPLY	CISCO SYSTEMS INC F...	No Coverage Required	On shelf	Demo_Richard...	
<input type="checkbox"/> TSPM-SJ-P1C1SW1	SNI0833AL2L	WS-CAC-3000W	POWER_SUPPLY	CISCO UK	Replacement Planned	NA	Demo_Richard...	
<input type="checkbox"/> TSPM-SJ-SC-ISR3945-1	SNI1543C97Z	PWR-3900-AC	POWER_SUPPLY		Replacement Planned	NA	Demo_Richard...	
<input type="checkbox"/> TSPM-SJ-SC-ISR3945-1	SNI1543C98Z	PWR-3900-AC	POWER_SUPPLY		Replacement Planned	NA	Demo_Richard...	
<input type="checkbox"/> TSPM-SJ-P1C1R12	DCA1734X0A9	PWR-4450-AC	POWER_SUPPLY	CISCO SYSTEMS INC	Replacement Planned	NA	Demo_Richard...	

NOTE: The default Reason Not Covered in this smart report is “Review Needed”. Since this is a demo account, you may see other reasons and comments already in place.

- Select the power supplies that you want to mark for replacement by clicking on the box in the left-most column. Directly above is the “Actions” pull down – select **Specify Coverage Action**.

Serial Nu...	Product ID	Product Family	Equip...
FTX1512AJ50	CISCO2811-16TS	2800	CHASSIS
JAE151002QY	AS535-DFC-2CE1	AS5X00 Series Cards	MODULE
151002	S5080C	AS5X00 Series Cards	MODULE
151002	S5080C	AS5X00 Series Cards	MODULE
C12345	ASA5505-PWR-AC=	ASALOW	CHASSIS
<input type="checkbox"/> SPG-SH-SJC-11-AS	JAE154208IX	ASR1000-ESP5	ASR 1000 Series Cards
<input type="checkbox"/> SPG-SH-SJC-11-AS	ART1536U090	ASR1002-PWR-AC	ASR 1000 Series Power ...

- The Specify Coverage Action pop-up appears.



Specify Coverage Action

Select a cover or not cover reason with comment to specify the coverage action for selected equipment.

- Review Needed
- Still Under Warranty
- To Cover
- Renew Coverage
- Spare, Not to Cover
- Replacement Planned
- Decommissioned
- No Coverage Required (Other Reasons)

Comments :

Replacement planned for Q4

Ok

You can select the appropriate reason – in this case, replacement planned – and add any comments as needed. You may need to refresh the tabular screen view to see the columns you updated.

If you want a copy of this information, you can export the report data or schedule a Contracts Management Report. Smart Reports can be downloaded in csv format to open immediately on the desktop or be exported as PDF, CSV, or XLSX formats to share the information, such as working with a contract administration to ensure proper coverage. The report will show the reason, any comments that were entered, who made the modification, and when the modification occurred. In the Contracts Management Report, this information is in the “Not Covered” tab.