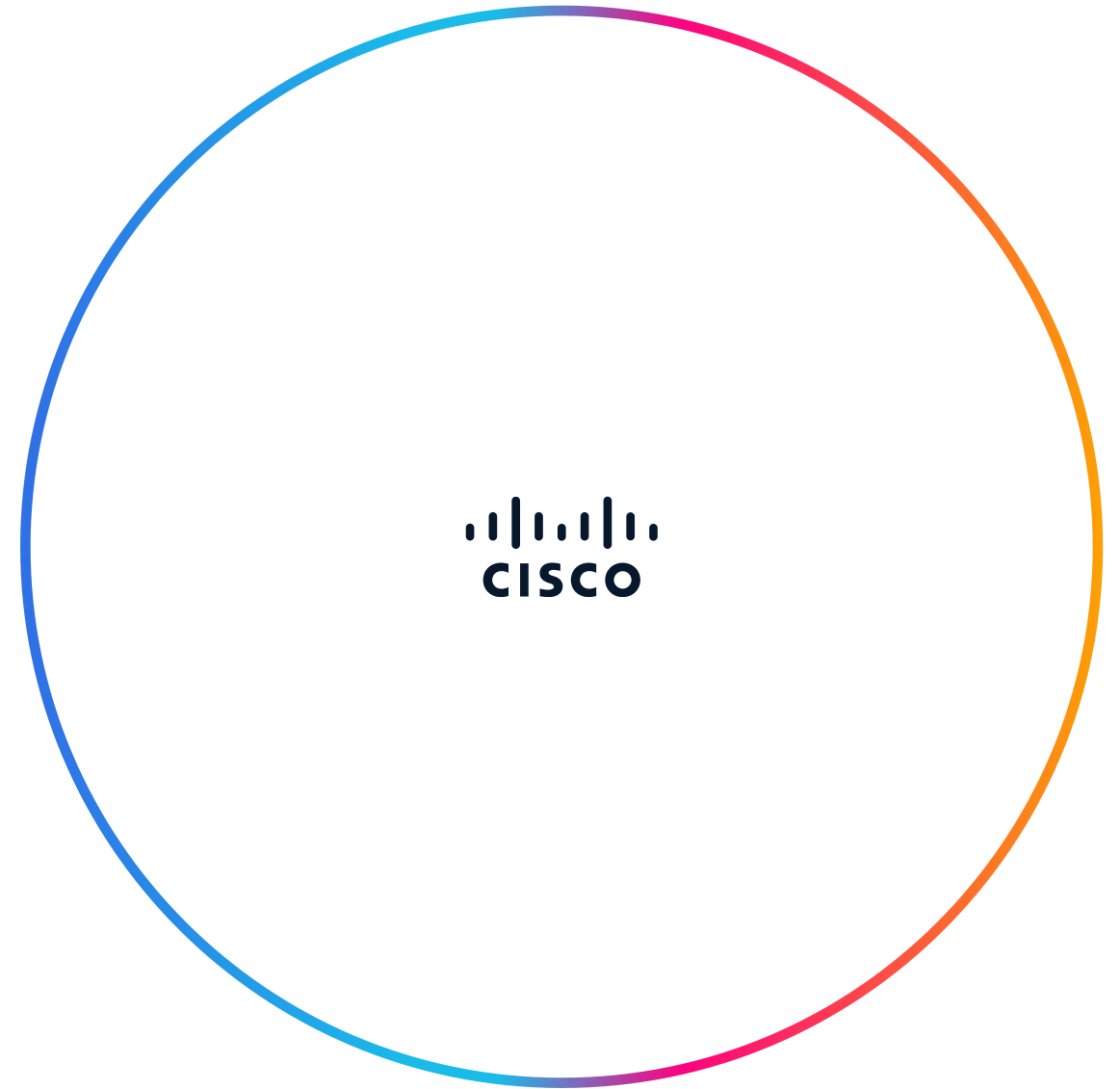


Cisco License Central: Key Enhancements to Smart Accounts & Order Management

Licensing Enablement & Adoption

May 2026



Housekeeping

1. Attendees are muted upon entry
2. Recording and slides will be made available after the webinar
3. Please post your questions to Q&A
4. Provide your feedback through polls

Agenda

1. Smart Account and Order Management Optimization

2. Benefits and Roadmap

3. New Features

- Training engagement via Ask Licensing for Customers/Partners
- SA assignment enablement in CLC (Orders tab)
- PSS role definition & visibility in Orders tab
- Fulfillment Contact (FC) requirement for post-sales SA assignment
- Expanded access for users sharing FC domain
- Smart Account admin notifications & preferences
- Provision-pending orders visibility
- Smart Account creation

4. Portal Demo

5. Polls and Resources

Smart Account and Order Mgmt. | Cisco License Central

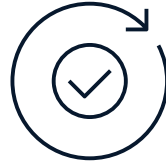


Benefits Across the Customer Journey



Centralized Visibility & Control

- Real-time view of licenses and users.
- Consolidated view of order and entitlement status



Enhanced Order Transparency

- Reduced manual coordination and admin overhead
- Centralized post-sales SA/VA assignment with fewer steps
- Better tracking supports timely customer actions



Improved Operational Efficiency

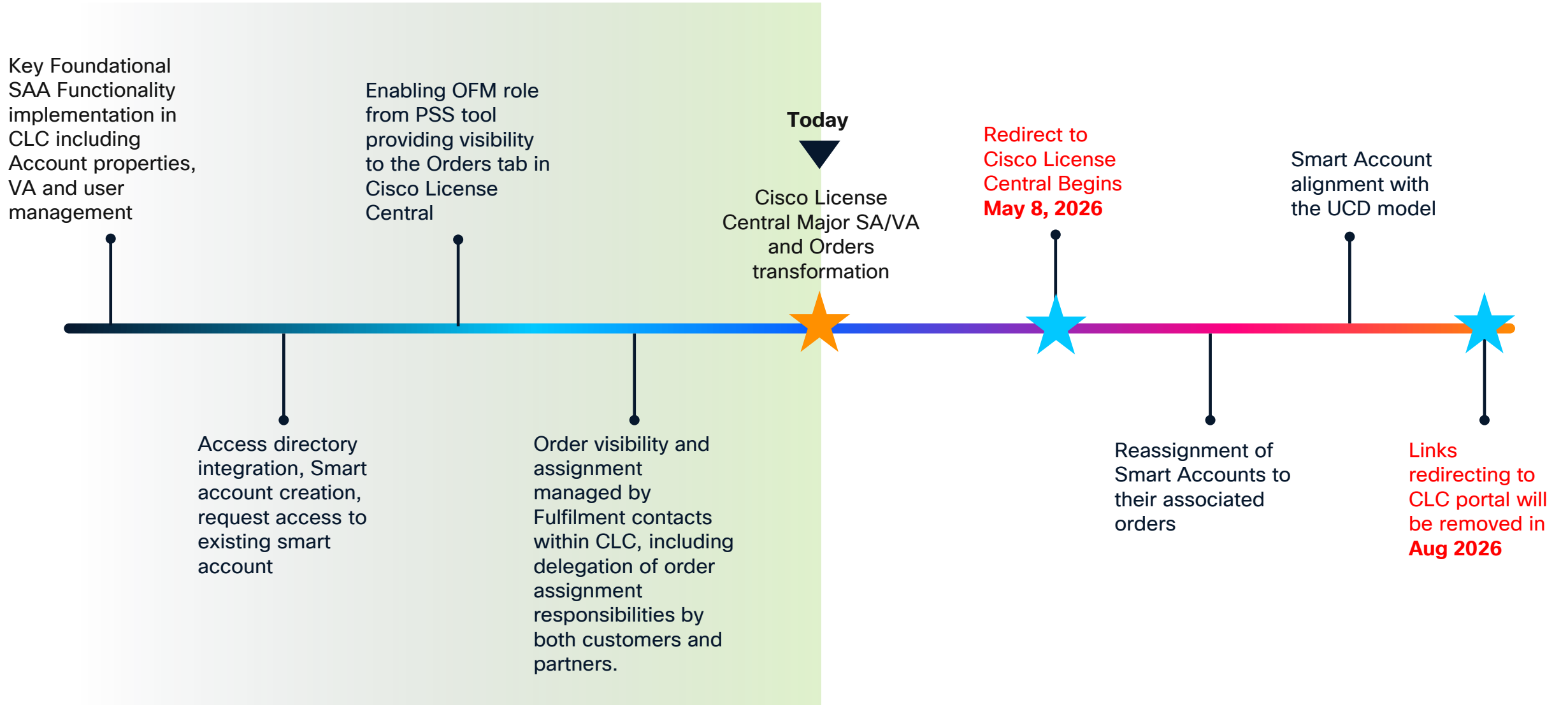
- Streamlined navigation with summaries and filters
- More predictable, guided workflows
- Less back-and-forth and faster issue resolution



Accelerated Account Activation & Management

- Faster automated account activation, less support needed.
- Easier role and access management for smoother operations
- Real-time tracking of pending requests via Access Directory.

Roadmap (FY26- 27)



Smart Account Administration Features in Cisco License Central

Smart Account and Ask Licensing Features- Major Updates

S.no.	Feature	Description	Current Workstreams	Personas
1	Training engagement via Ask Licensing for Customers/Partners	This feature onboards the LEA Training Engagement flow into the Ask Licensing (AL) web interface, enabling external users to request licensing training and demos – with automated case creation and routing into CS-One.	Not available	Customers and Partners (Smart account Admin/Users, Virtual Account Admin/Users)
2	Access Directory	Provides an overview of all your smart accounts, including a list of all administrators. Ability to request access to up to 25 virtual accounts simultaneously for VA specific role. Enables access request approval delegation	Not available	Customers and Partners (Smart account Admin/Users, Virtual Account Admin/Users)
3	Request Access to an existing Smart account	Request access to existing smart accounts from the account access directory	Available	Customers and Partners (Smart account Admin/Users, Virtual Account Admin/Users)
4	Create or request creation of smart account	Enables users to easily create, request, approve, and upgrade Smart Accounts. Intuitive self-service and automated processes make the entire workflow faster and more efficient.	Available	Customers and Partners

Demo: Training engagement via Ask Licensing for Customers/Partners

Smart Account and Ask Licensing Features- Major Updates

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Demo: Access Directory

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Demo: Request Access to an Existing Smart Account

Smart Account and Ask Licensing Features- Major Updates

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**Demo: Create or request
creation of smart account**

Smart Account Features- Major Updates

S.no.	Feature	Description	Current Workstreams	Personas
5	Automated SMB SAs to Regular SA Upgrade	When an SMB customer updates their profile in CPR and meets eligibility criteria for a Regular SA, a notification banner is displayed. This removes the manual dependency on Cisco Support for upgrade initiation.	Not Available	Customers
6	Smart Account Configuration	Manage account details, enforce license policies, control case visibility, and access/export location data.	Cisco Software Central-> Manage Account->Account Properties	Customers and Partners (Smart account Admin)
7	User/ User Group Administration	Manage users individually or in bulk, control access, create groups, assign roles, and track permissions.	Cisco Software Central-> Manage Account->Users->Users/User Groups	Customers and Partners (Smart account Admin, Virtual Account Admin)
8	Virtual Account Management	Create and organize virtual accounts, set defaults, manage relationships, and control access levels.	Cisco Software Central-> Manage Account->Virtual Accounts	Customers and Partners (Smart account Admin)

Demo: Automated SMB Smart Accounts to Regular Smart Account Upgrade

SMB Smart Account Upgrade

- Smart Account
CLC test Account
- Virtual Account
All selected
- Overview
- Licensing
- Contracts & Subscriptions
- Devices
- Orders
- Event History
- Account Management**

Account Management

- Smart Account Management
 - Account Properties**
 - Virtual Accounts
 - Users
 - User Groups
 - Pending Access Requests 0
- Settings
 - License Settings
 - Email Notification Settings

Smart Account Properties

- Review Smart Licensing Notice**
Please review and confirm the [Smart Licensing Notice](#). You won't be able to perform any Smart Licensing operations until you have reviewed it.
- Review Smart Account Admin Notice**
Please review and confirm the [Smart Account Admin Notice](#)

i This is an SMB Smart Account. Its **capabilities are limited** because the email address used to create it was a personal account (like me@gmail.com) rather than a company or organizational account (like me@google.com).
If you want to remove these limitations, you can [update your email address in your Cisco profile](#) and then upgrade to a standard Smart Account.

Overview

[Manage Smart Account settings](#)

Smart Account name CLC test Account	Account domain xpfxk8.smb	Account ID 532531	Account type Customer SA
Account status Active	Primary contact and email address Testuseradm Clc, testadmuserclc@gmail.com	Headquarters CLC TEST ACCOUNT(402029446) CISCO BUILDING 18, 3600 CISCO WAY, SAN JOSE, CA, 95134, UNITED STATES	Activation date January 30, 2026

SMB Smart Account Upgrade

Smart Account Properties



Smart Account
CLC test Account >

Virtual Account
All selected >

Overview

Licensing

Contracts &
Subscriptions >

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[Manage Smart Account settings](#)

Account type

Customer SA

Activation date

January 30, 2026

, 95134,

Upgrade Smart Account

Upgrade Smart Account

Upgrade your Smart Account so your organization can use Smart Licensing and organize your Cisco assets.

Enter Smart Account details

Smart Account name *

CLC Test Account SMB Upgrade

Smart Account domain *

ks.dimensiondata.com

[Edit](#)

This unique identifier identifies the Smart Account

Organization PORTLAND INTERNETWORKS

Headquarters 419 NE 10TH AVE, PORTLAND, OR, 97232 2770 [Change](#)

Smart Account search visibility Unrestricted ⓘ Restricted ⓘ

Review your Cisco profile information [Edit profile](#)

The Smart Account will be created using information from your Cisco.com profile. Review your profile information and update it if needed.

Name

Daniel Lake

Email address

dan.lake@dimensiondata.com

Cisco ID ⓘ

d.lake

Phone number

+1 1 6617752466

Company/Organization name

PORTLAND INTERNETWORKS

Address

419 NE 10TH AVE, PORTLAND, OR, UNITED STATES, 97232 2770



Your request has been sent to the account administrator. You will receive an email when it is approved or denied.

[Close](#)

[Cancel](#)

[Upgrade](#)

Smart Account Features- Major Updates

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Demo: Smart Account Configuration

Smart Account Features- Major Updates

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Demo: User/ User Group Administration

Smart Account Features- Major Updates

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Demo: Virtual Account Management

Smart Account Features and Ask Licensing- Major Updates

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10	Access Management	Manage access requests to Smart account, set up request automation settings,	Cisco Software Central-> Manage Account->Requests-> Request Automation	Customers (Smart account Admin, Smart account Users)

Demo: Email Notification Preferences

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Demo: Access Management

Order Visibility and Assignment Features in Cisco License Central

Order Visibility and Reassignment- Major Updates

S.no.	Feature	Description	Current Workstreams	Personas
10	Require Fulfillment Contact (FC) on orders in Commerce to be able to assign SA in CLC post-sales	Accelerates Smart Account assignments, reduces entitlement delays and support cases, and moves from a restrictive pre-sale model to flexible post-sale assignment—laying the groundwork for SaaS licensing in Cisco License Central.	Not Available	Customers and Partners
11	Provision pending Orders status visibility and Management	Provides first-time visibility into pending provisioning orders, letting customers and partners track licensing status and see delay reasons for timely action.	Not Available	Customers and Partners
12	Delegated Order Assignment via Email	Provides the capability for a Fulfillment Contact to authorize another user to access the order and perform Smart Account assignment for that order.	Not Available	Customers
13	Define PSS role and enable PSS Roles visibility to Orders tab in CLC	Provides a new Order Fulfillment Manager (OFM) role within the Partner Self-Service (PSS) portal, enabling designated users to access and manage post-booking orders in CLC and perform Smart Account assignment.	Not Available	Partners

Demo: Require Fulfilment Contact (FC) on orders in Commerce to be able to assign SA in CLC post-sales

Order Visibility and Reassignment- Major Updates

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Demo: Provision pending Orders status visibility and Management

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Delegated Order Assignment via Email

The screenshot displays the Cisco License Central web interface. The browser address bar shows the URL: `software.cisco.com/clc/managesmartaccounts/users?search=all_search%3ALEA`. The page header includes the Cisco logo, the text "License Central", a search bar with "All" selected, and the user profile "LEA Team, Cisco Systems, Inc.". The left sidebar contains navigation options: Smart Account LEA-test, Virtual Account All selected, Overview, Licensing, Contracts & Subscriptions, Devices, Orders, Event History, and Account Management. The main content area is titled "Orders" and has "Order Inventory" selected. Below this, it shows "Order Downloads" and a summary for "2 users" with a "Filters" button. A table lists the users:

Email Address	Account Access	Roles	User Groups	
lea.sa.demo@gmail.com	All Virtual Accounts	Smart Account Administrator	-	...
lea.demo.sa@gmail.com	All Virtual Accounts	Smart Account Administrator	-	...

Buttons for "Add User" and "Refresh" are visible in the top right of the user list area. A vertical "Give feedback" button is located on the right edge of the interface.


Order Visibility and Reassignment- Major Updates

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OFM assignment in PSS tool



US
EN



Log in

Email

Next

[Unlock account?](#)

[Help](#)

Key Learnings

- ✓ Streamlined Smart Account and Virtual Account processes now offer clearer visibility, simpler assignments, and reduced operational friction.
- ✓ Improved order tracking gives earlier insight into dependencies and blockers, enabling smoother progress and faster issue resolution.
- ✓ Updated summaries, filters, and guided workflows help users find information faster and complete tasks more efficiently.



Polls and Licensing Resources

Cisco Licensing Resources



Self Serve

- [Ask Licensing](#)
- [Licensing Support Site](#)
- [Licensing Hub](#)
- [Video.cisco.com](#)



Webinars

- CLC/Smart account Administration webinars Register [here](#)
- Cisco License On-Prem webinar Register [here](#)



1:1 Training

- Ask Licensing > Type “I need training on *<portal name>” > Click Get Support > Create a case



Support case

- Open a case [here](#)

**Portal names could be:- Cisco License Central, Smart Account, CSSM, License Registration Portal*

Cisco License Central Resources

Cisco Video Portal

How to Create a Smart Account, in Cisco License Central (CLC)?

[Play short video](#)

How to Request a Smart Account for a Customer in Cisco License Central (CLC)?

[Play short video](#)

How can I assign an order to a Smart Account, in Cisco License Central (CLC)?

[Play short video](#)

How can I receive notifications regarding my Smart Account, in Cisco License Central (CLC)?

[Play short video](#)

Thank you

