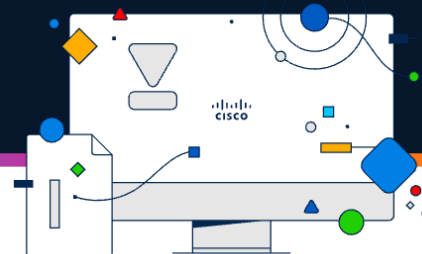


# Cisco Licensing Experience & Operations

> *Making licensing simpler, smarter, better*



## ▶ Important Message For Smart Account Administrators

### **We're Reimagining Smart Accounts**

Cisco customers—including Smart Account Administrators—have told us that license management should be simple. We listened, and earlier this year, we launched Cisco License Central: your single destination for managing licenses and post-sales activities.

Now, we're taking the next step to further reduce complexity by reimagining Smart Account Administration within Cisco License Central. This unifies Smart Account and Virtual Account management into one intuitive, role-based interface. With Cisco License Central (CLC), you can now manage all your licenses and account functions in a streamlined, unified platform.

### **Here's what is already available in Cisco License Central:**

- ▶ User management is simplified with just three roles: admin, user, and viewer.
- ▶ Smart Account administrators can directly update key Smart Account details within CLC.
- ▶ Virtual Account management is improved with the removal of custom Virtual Account tags and creation of more efficient workflows that link Virtual Account and user actions.
- ▶ View, manage, and export User Role access requests, complete with search, filtering, and real-time status updates.
- ▶ Manage detailed lists of Users, User Groups, and Virtual Accounts within selected Smart Accounts, with role-based actions.

### **Here's what's coming next:**

- NEW** A list of available accounts in the Account Management section where access can be requested to an entire Smart Account or specific Virtual Accounts as well as check the status of pending requests.
- NEW** Partners and customers can assign accounts to most order lines, with clear, real-time status indicators.

- NEW** A table view of a detailed, personalized, searchable directory of a user's related Smart Accounts.
- ▶ Centralized event logging and notification handling.
- ▶ Redesigned email notifications which will be shorter, more actionable, and link directly to Cisco License Central dashboards.

# Cisco Licensing Experience & Operations

## Resources To Help You

### Cisco License Central Training Sessions

If you haven't explored Cisco License Central yet, register for a guided session to learn which capabilities are migrating next from the legacy licensing tools to Cisco License Central, experience new features and actions, and explore how AI is driving new workflows in license management.

**Register Now**

### Ask Licensing

We integrated our AI-powered digital assistant, Ask Licensing, into Support Case Manager. Ask Licensing gives you instant access to a robust suite of self-service support and allows you to connect with live support when needed.

### Watch a How To Video

- ▶ [Add Users to Smart Account in License Central](#)
- ▶ [Create user groups to manage users within Smart Account in License Central](#)
- ▶ [Modify user's access in Smart Account in License Central](#)
- ▶ [Remove users from Smart Account in License Central](#)
- ▶ [Add Virtual Account to Smart Account in License Central](#)
- ▶ [Modify Virtual Account in License Central](#)
- ▶ [Delete user from Virtual Account in License Central](#)
- ▶ [Manage the Restricted/Unrestricted access levels of Virtual Accounts in License Central](#)
- ▶ [Modify access level of the User in a Virtual Account in License Central](#)
- ▶ [Set up Nested Virtual Accounts in License Central](#)
- ▶ [Approve/ Decline Smart and Virtual Account access request in License Central](#)

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