

Empowering a Seamless Licensing Journey



Our digital assistance strategy caters to the needs of Cisco customers, partners, and field agents. Rooted in a customer-centric and outcome driven approach, we pair the power of accurate, convenient digital self-serve for common transactions with personalized live assistance for complex issues.

Support Case Manager

Resolve your licensing issues quickly and easily by using our digital assistance program, including transactional step-by-step documents, videos or specific guidance directly in the application.

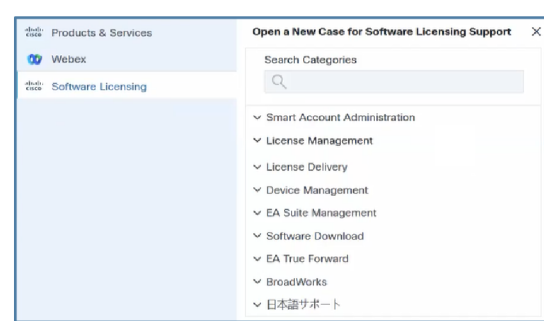


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Select Your Category

Categories are now based on the task you are trying to complete

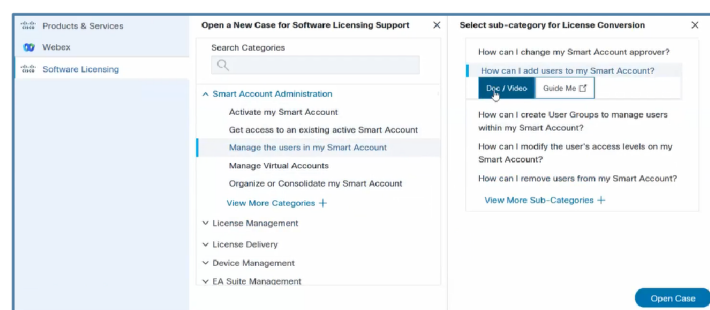
New, Intuitive Categories



Try Our Digital Assistance Options

Immediate, autonomous issue resolution for most common transactions

- Follow step-by-step documents
- Watch how-to videos



Prerequisites
Before you start, ensure you have the following:

- Active Cisco.com account
- Smart Account Administrator User Role for the account you need to add users to
- User to be added must have active CCO ID

Video / Steps
Please follow the steps below or you can watch a "How To" video

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on the Manage account link under the Manage Smart Account section

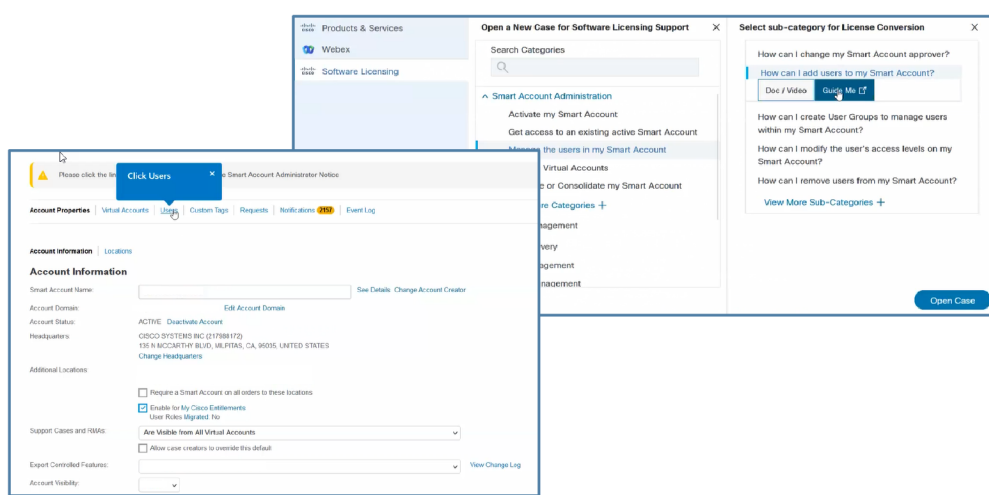
Experience guided help for 70 common operations.

- Accurate and successful
- Documents read by over 8000 users
- Videos viewed by over 4800 users

Use Guide Me

Directed walkthroughs help you complete transactions in minutes.

- Identifies the data you will need to complete the transaction
- Guidance throughout the transaction
- Eliminates waiting for agents



Open a Case

[Open a case](#) with our expert licensing support agents when your issues are:

- Not addressed by digital self-serve methods
- Complex or specifically related to your company
- Cisco product specific rather than general licensing tasks

Remember, Cisco Licensing Support is always available to provide live specialized expertise when you require it.

- SLA for opening a case = 1 hour to respond, 24 hours to address
- Virtual Chat is available 24 x 7 (*Virtual Chat is considered opening a case*)



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Find Cisco Licensing Digital Assistance Throughout Many of Our Applications

Guide Me advanced transaction walkthrough available now in these Cisco Licensing applications:

- [Smart Accounts](#)
- [Smart Software Manager](#)
- [License Registration Portal](#)
- [Plug and Play](#)

Virtual Chat Assistant provides real-time interaction with agents, how-to documents, and videos in these Cisco Licensing applications:

- [Smart Accounts](#)
- [Smart Software Manager](#)
- [License Registration Portal](#)
- [Plug and Play](#)

How-to Documents also accessible at:

[Cisco Licensing Support](#)

How-to Videos found at:

[Cisco Video Portal](#)