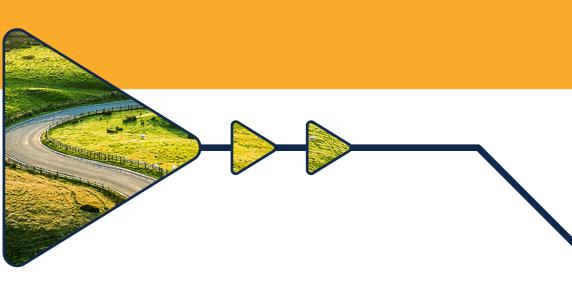
Cisco Licensing Support Case Manager Best Practices

Empowering a Seamless Licensing Journey

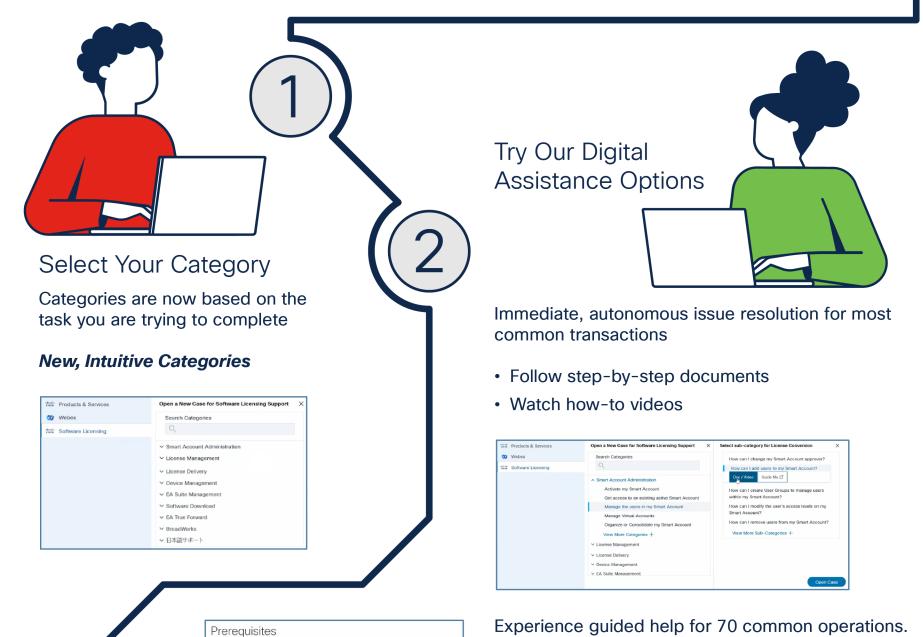


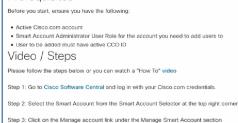
Our digital assistance strategy caters to the needs of Cisco customers, partners, and field agents. Rooted in a customer-centric and outcome driven approach, we pair the power of accurate, convenient digital self-serve for common transactions with personalized live assistance for complex issues.

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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· 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

		Products & Services	Open a New	Case for Software Licensing Support	× Select sub-category for License Conversion
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	adva Bis	Software Licensing	Q		How can I add users to my Smart Account?
			 Smart Acc 	ount Administration	Doc / Video Guige Me E
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				cess to an existing active Smart Account	within my Smart Account?
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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)



Find Cisco Licensing Digital Assistance Throughout Many of Our Applications

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

- <u>Smart Accounts</u>
- 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:

- <u>Smart Accounts</u>
- Smart Software Manager
- License Registration Portal
- Plug and Play

How-to Documents also accessible at:

Cisco Licensing Support

How-to Videos found at:

<u>Cisco Video Portal</u>

