Cisco Learning Credits FAQs (Team Captains)

PLEASE MAKE SURE TO RETURN REGULARLY FOR UPDATES!

CHANGES TO LEARNING CREDITS MANAGEMENT TOOL

Q. What new changes are happening to the Cisco Learning Credits Program?

Q. Why are changes being made to LCMT?

Q. Who can be a Team Captain on a customer account?

Q. Why were Cisco employees removed from the Team Player role?

Q. What about the Team Player role for the customer?

Q. Are there any exceptions to this rule of Team Captain?

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Q. How will I get support if I need it?

CHANGES

Q. What new changes are happening to the Cisco Learning Credits Program?

The Cisco Learning Credit Management Tool (LCMT) platform and tool upgrade is coming on January 13, 2020.

Tool highlights include:

- A user dashboard that highlights Team Captain actions, like pending approvals and coming expiration dates
- Allows multiple Team Captains, aiding in your timely review and approval
- The ability to select preferred Learning Partners. This also allows the Learning Partner access to see all Team Captain contact information, the number of learning credits, and the earliest expiration date. They can help you create customized training plans to suit the individual needs of your organization.
- Customizable notification preferences
- Ease of use via navigation and a user-friendly transaction report
- The Cisco sales team can also add additional sales contacts to their role, so the customer Team Player role will no longer allow Cisco emails. All Cisco Team Players have been removed as part of the upgrade.

Q. Why are changes being made to LCMT?
This new platform upgrade gives Cisco the ability to make future improvements and changes at a faster rate.

Q. Who can be a Team Captain on a customer account?

A Team Captain must be an employee of the customer to hold the Team Captain role. The Team Captain’s Cisco.com user name must align to the customer business email address. Any personal email addresses (i.e., gmail.com, yahoo.com, etc.) are not permitted. Any current Team Captain with a personal email address must change their address to their current business address on their profile.

Q. Are there any exceptions to this rule of Team Captain?

Yes, there are specific exceptions for those Channel Partners who are Global System Integrators. It is only these exceptions that will be honored.

Q. Why did you remove Cisco employees from the Team Player role?

The Team Player Role for Cisco employees was allowed for employees because we lacked the capability of adding multiple Account Managers. The Cisco sales team can now add additional sales contacts as AMs, so the Team Player role will no longer allow Cisco CEC users. All Team Players with Cisco email addresses have been removed as part of the upgrade.

Q. What about the Team Player role for the customer?

All existing customer Team Players will remain in their role on LCMT 2.0, unless the Team Captain chooses to make them an additional Team Captain. Once appointed as an additional Team Captain, they will no longer be eligible as a Team Player.

ADDITIONAL SUPPORT:

Q. How will I get support if I need it?

You should refer to the training materials and video recordings available and revisit the FAQs for any updates available on the Learning Credit website. You may also create a case by sending email to: clc_case_support@external.cisco.com