



Cisco Customer Advocacy

Support Metrics / CSSP User Guide

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About this Guide

Your Support Metrics / CSSP User Guide provides detailed information about how to use the Support Metrics / CSSP Tool. It is designed as a reference and instructional guide. It includes an overview, and instructions on how to access and view your Cisco Shared Support Program performance metrics and how to set up and manage CSSP partners.

Your Support Metrics / CSSP

Support Metrics / CSSP provides on-line comparative (competitive) operational support data, performance metrics, and share support metrics detail to stimulate support partners to achieve best in class support performance as well as allowing monitoring of shared support performance requirements.

Support Metrics / CSSP enable Shared Support Program Officers to manage their service operation more efficiently by providing up-to-date information on shared support performance metrics.

There are three modules in the Support Metrics / CSSP:

- Performance Metrics for Cisco Shared Support Program
- Partner Setup and Mapping Management
- Summary Report

Benefits of Using Support Metrics / CSSP

- Visibility of the partner performance metrics
- Detail information about the CSSP metrics
- Symantec and flexible management of partner and contract relationship

What You Will Find in This User Guide

- Overview of Support Metrics / CSSP Tool
- Explanation of Common Functionality and Navigation on Support Metrics / CSSP
- · How to access partner performance metrics numbers
- How to view the threshold and discount information
- How to download detail report for each metrics
- How to setup a partner in Support Metrics
- How to manage partner mapping
- How to request a re-calculation of the metrics numbers
- How to download summary report

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Prerequisites

- Internet, computer, and mouse skills
- Cisco.com account with access to Partner Access On-Line
- For a partner user, your partner has been setup in CSSP program

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Recommended for Best Performance

For the best performance when using Personalized Commerce View, follow these suggestions:

Hardware Requirements

- Pentium 166 MHz (minimum), Pentium 200 MHz or higher (recommended)
- 128 MB RAM
- TCP/IP protocol installed and configured
- Monitor and display adapter capable of 256 colors at 800x600 resolution

Hardware - Optimal Performance Recommendations

- Pentium III 1 GHz
- 256 MB RAM
- Display adapter capable of 1024x768 resolution

Software Requirements

- Windows 98, 2000, NT or XP
- HTML Browser
 - Internet Explorer 5.5 or higher
 - Netscape 6.x or higher

Network Requirements

• 56K Modem connection or higher (sustained bandwidth)

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Chapter One – Support Metrics / CSSP Overview

Chapter Objectives

• Learn what the Support Metrics / CSSP Tool is about

Prerequisites

• None

Overview

The goal of the Support Metrics tool is to collect the partner performance raw data from various source, conduct analysis and calculations, and present to the users a set of metrics numbers, which would indicate the performance of the partner in different angels.

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Chapter Two – Log onto Support Metrics / CSSP Tool

Chapter Objectives

Learn how to access Your Support Metrics / CSSP tool

Prerequisites

- You have your CCO account
- Your company has been setup as CSSP partner
- You already have the URL of the Support Metrics / CSSP Tool

Note: the URL for the Support Metrics / CSSP tool is http://tools.cisco.com/CustAdv/PP/smIntroduction.do

Overview

In order to be able to access Support Metrics / CSSP Tool, the user has to have CCO account. Based on the type of access to the Support Metrics Tool, the CCO users can be classified into the following four types:

Non-Support Metrics Users

Non-Support Metrics Users refers to CCO users who can not access Support Metrics. For those users, at least one of the following is not true:

- User is associated with a partner company site in the Partner database. To verify the association, check the URL: <u>http://www.cisco.com/go/getpartneraccess</u>.
- User has been granted access to the PAL tool. Access can be granted by the PAL partner admin or your Cisco Channel Account Manager. To obtain the access, go to the URL: <u>http://tools.cisco.com/WWChannels/GETLOG/welcome.do</u>.
- The partner company site associated with the user is covered by the Support Metrics Tool. Only a selected set of partners are covered by this tool. If you have any question regarding this, please contact <u>support metrics_feedback@cisco.com</u>.
- Support Metrics Partner Users

This group of user refers to the CCO users who are not Cisco users and have the access to the Support Metrics tool.

Support Metrics Internal Users

This group of user refers to all the CCO users who are Cisco users.

Support Metrics Super Users



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There is a group of special Cisco users who have been setup in the Support Metrics tool. This group of users will perform the functions that are not visible to other type of users. They are called Support Metrics Super User.

Only a limited number of users exist in the Super User group.

Note:

To protect user privacy, a 30-minute time-out session is built into the portal. When no interaction or activity occurs for 30 minutes after initial login, the user will be automatically logged out. Re-logging will be necessary to access Support Metrics / CSSP.

2.1. Login

Step1. Open your browser. Support Metrics tool supports both IE (version 5.5 and above) and Netscape (version 6.0 and above).

Step2. Type the following URL to the address field of your browser:

http://tools.cisco.com/CustAdv/PP/smIntroduction.do

Step3. A dialog box will automatically pop up, which looks like the following:

Enter Netv	vork Passwor	d	<u>? ×</u>
? >	Please type yo	ur user name and password.	
۶J	Site:	tools.cisco.com	
	Realm	CCO	
	<u>U</u> ser Name		
	<u>P</u> assword		
	🗖 Save this p	assword in your password list	
		OK Cano	el

Step4. Type in your CCO id and password, and click 'OK'.

Step5. It depends on the type of user of your CCO id as what screen you will see. Please see the sections below.

2.2. Login: Non-Support Metrics User



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When a non-Support Metrics User logs in, the following screen will be displayed and no other access to the Support Metrics tool is allowed:

🗿 Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer	
Elle Edit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	100 A
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WELCOME TO CISCO + WELCOME TO CISCO SYSTEMS Pertner Access onLine (PAL) - Support Metrics Partner Access onLine (PAL) - Support Metrics	Search: Search All Cisco.com
Access Benied The following criteria must be met in order to access the PAL-Support Metrics application module: 1. User must be associated with a partner company site in the Partner Detabase. To confirm association, go to the following URL:www.cisco.com/to/getpartneraccess 2. User must be granted access to the PAL tool. Access can be granted by the PAL partner admin.or your Cisco Channel Account Manager. Access can be requested online by going to the Partner Set Service tool at the following URL:http://dools.cisco.com/WAChannelS/CETLOC/Wetcome.do 3. User's company must be covered by Support Metrics application module. Currently, it covers all Cisco Gold, Silver and Shared-Support partners with a few exceptions. Please contract support.metrics_feedback@cisco.com_for	Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Class Programs Introduction
BUSINESS INDUSTRIES & SOLUTIONS NETWORKING SOLUTIONS & PROVISIONED SERVICES PRODUCTS. ORDERING TECHNICAL SUPPORT LEARNING & EVENTS PARTNERS & RESELLERS ABOUT CISCO Home Logged In Profile Contact & Feedback Heip Site Map I javascript:sitewide toolkit undow/Thut://business.cisco.com/appl/rese.ts/Faesback Heip Site Map	& SERVICES TECHNOLOGIES

For those users, if they want to get the access, act on the possible access denied reasons as described on the screen.

2.3. Login: Support Metrics Partner User

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ELCOME TO CISCO STEMS rtner Access onLine (PAL) upport Metrics	+ WELCOME TO CISCO SYSTEMS Partner Access onLine (PAL) - Support Metrics		Search: Search All Cisco.com
	INTRODUCTION PERFOR	RMANCE METRICS Your Partner Name (Country) Your Name	Toolkit: Roll over tools below
	This module of Support Metrics/Partner Access online (PAL) presents 2 Metrics for worldwide Shared Support partners. Following are the key features.	003 Shared Support Program	Related Tools Support Metrics Partner E-Learning Connection Related Links
	 View applicable performance metrics Download detailed reports of underlying data for each metric. View applicable Thresholds and discounts matrix. 		Products & Services Shared Support Introduction Partners & Resellers Certification Introduction
	The pilot phase will only have data for few select UAT partners. To view I PERFORMANCE METRICS tab.	the metrics please click the	Other Cisco Programs Introduction
	operational information		
	BUSINESS INDUSTRIES & SOLUTIONS NETWORKING SOLUTIONS & PROVISIO ORDERING TECHNICAL SUPPORT LEARNING & EVENTS PARTNERS & RESEI	NED SERVICES PRODUCTS & SERV	/ICES TECHNOLOGIES

The partner user will see the following screen after pass the authentication:



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On the top right corner, the partner's name, country, and the user's full name will be displayed.

2.4. Login: Support Metrics Internal User

When the Support Metrics internal user logs in, he/she will see the following screen:

Partner Access onLine (PA	L) - Support Metrics - Cisco Systems - Microsoft Internet Explorer
	Home Looged In Profile Contacts & Feedback Help Site Man
CISCO SYSTEMS	Area Navigation Select an Area
WELCOME TO CISCO SYSTEMS Partner Access onLine (PAL) - Support Metrics	+ WELCOME TO CISCO SYSTEMS Partner Access onLine (PAL) - Support Metrics Search All Cisco.com
	INTRODUCTION PERFORMANCE METRICS ToolKit: Roll over tools below Select Partner Your Name
	Related Tools Support Metrics/Partner Access online (PAL) presents 2003 Shared Support Program Related Tools Metrics for worldwide Shared Support partners. Support Metrics Partner E-Learning Connection Following are the key features. Related Links Partner E-Learning Connection • View applicable performance metrics Products & Services Shared Support Introduction • View applicable Thresholds and discounts matrix. Description Shared Support Introduction
	The pilot phase will only have data for few select UAT partners. To view the metrics please click the <u>Other Clicco Programs</u> PERFORMANCE METRICS tab. Please click Support Metrics link under the Related Tools section to access other metrics or support operational information
	BUSINESS INDUSTRIES & SOLUTIONS NETWORKING SOLUTIONS & PROVISIONED SERVICES PRODUCTS & SERVICES TECHNOLOGIES ORDERING TECHNICAL SUPPORT LEARNING & EVENTS PARTNERS & RESELLERS ABOUT CISCO Home Logged In Profile Contacts & Feedback Help Site Map © 1092-2003 Cisco Systems, Inc. All rights reserved. Important Natices; Privacy Statement, and <u>Trademarks</u> of Cisco Systems, Inc.
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The screen looks similar to the one for the partner user. The difference is that at the top right corner, instead of partner name and country name, it displays the link "Select Partner". This link will enable the user to select a partner to view performance metrics number, or switch between partners. For more detail of how to select and switch partners, please refer to the section 3.1.

2.5. Login: Support Metrics Super User

Super user is also an internal user. Therefore, they have the partner selection function as the normal internal users would see. But super user can also access to a list of special administrative functions, which are grouped to be called 'Administration'. The screen below shows what a super user sees after logging in:



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				The PER	pilot phase will only h RFORMANCE METRIC	ave data S tab.	for few select UA	T partners. To vi	iew the metrics pl	ease click the	<u>Other Cisco Programs</u> Introduction
				Plea opei	ase click Support Metr rational information	ics link ur	nder the Related	Tools section to	access other me	trics or support	
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Please notice that there is an extra tab, "ADMINISTRATION", which is only visible to the super users.



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Chapter Three – View CSSP Performance Metrics

Chapter Objectives

- Learn how to view the CSSP Performance Metrics numbers.
- Learn how to download detail metrics report
- Learn how to view the CSSP program threshold and discount
- Learn how to select and switch partner (For Cisco Users only)
- Learn how to view pre-live data (For Super Users only)

Prerequisites

• You have already successfully logged onto the Support Metrics / CSSP tool.

3.1. Select a Partner (Cisco Users Only)

For partner user, after successful login, the corresponding partner for the user will be automatically selected. There is no need for partner to go through this step.

For Cisco user, it is required to select a partner in order to view the performance metrics. Otherwise, the tool will force the user to select first.

Step1. Go to the partner selection screen.

There are three ways to go to the partner selection screen.

<u>Method A</u>. The user clicks on the 'PERFORMANCE METRICS' tab directly without select any partner. In this case, the tool will force the user to make the selection. The user will see the screen below:

🕗 Partner Access onLine (P/	AL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer	
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	INTRODUCTION PERFORMANCE METRICS	Toolkit: Roll over tools below
	Overview	🖆 🖂 📲 🔚
	No Partner Selected Please select a partner to proceed with the requested function Select A Partner Theatre Select One Partner Submit	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Cisco Programs Introduction
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<u>Method B</u>. Immediately after login, you can click on the link 'Select Partner' on the top right corner. If you do so, the following screen will be shown:

🚰 Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer	
<u>E</u> ile <u>E</u> dit <u>Vi</u> ew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	
CISCO SYSTEMS Area Navigation Select an Area	cts & Feedback Help Site Map 💌 Select a Location / Language
welcome to cisco + welcome to cisco systems Partner Access onLine (PAL) - Support Metrics - Support Metrics INTRODUCTION	Search: Search All Cisco.com Toolkit: Roll over tools below
Your Name Select A Partner Theatre Select One • Partner Submit	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Cisco Programs Introduction
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🕘 http://tools.cisco.com/en/US/partner/hmpgs/index.html	🔮 Internet 🛛

Method C. As an internal user, if you have already selected a partner, you can always switch to a different partner by clicks on the link 'Change Partner' behind the current partner name, as depicted below:



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Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer	
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WELCOME TO CISCO + WELCOME TO CISCO SYSTEMS SYSTEMS Partner Access onLine (PAL) - Support Metrics - Support Metrics	Search: Search All Cisco.com
INTRODUCTION PERFORMANCE METRICS	Toolkit: Roll over tools below
Vour Name This module of Support Metrics/Partner Access online (PAL) presents 2003 Shared Support Program Metrics for worldwide Shared Support partners. Following are the key features. • View applicable performance metrics • Download detailed reports of underlying data for each metric. • View applicable Thresholds and discounts matrix. The pilot phase will only have data for few select UAT partners. To view the metrics please click the PERFORMANCE METRICS tab. Please click Support Metrics link under the Related Tools section to access other metrics or support operational information	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Cisco Programs Introduction
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Step2. Select a theater from the first dropdown list box. "THEATER = ALL" means all the theaters, which also means all the partners.

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Step3. The tool will automatically refresh based on the theater user selects. After refresh, select a partner from the partner dropdown list box



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Partner Access onLine (P	AL) - Support Metrics - Cisco Systems - Microsoft Intern	et Explorer	
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Step4. Click 'Submit' button. The newly selected partner becomes current partner and is displayed on the top right corner.

3.2. View Performance Metrics

The step to view performance metrics is very straightforward: click on the 'PERFORMANCE METRICS' top menu, or tab.

The following screen will be displayed:

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artner Access onLine (PAL) Support Metrics	Partner Access onLine (PAL) - Support Metrics		Search All Cisco.com
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Note: if you are the super user, the metrics screen will be slightly different from the above one. Please refer to section 2.5 for more detail.

3.2.1. Section Header

All the CSSP metrics are displayed in a section with the header 'Shared Support'.

In the section header, it also displays the publishing date of the metrics numbers. The metrics numbers for the month are normally published on the 15th of next month. Based on the publishing date, you can determine for what month the current metrics numbers are calculated. For example, if the publishing date is Dec 15, 2003, it means the metrics numbers are calculated based on the data till Nov. 2003.

3.2.2. Metrics List

All the CSSP performance metrics are listed in the first column, one metrics per line. Based on the type of partner, the list of metrics might be slightly different.

For example, partners in US and Canada would see the following list:

- > Attach Rate
- > Renewal Rate
- Post-Sale Customer Sat



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- Case Volume
- RMA Volume

While the partners in the rest of the world (EMEA, ASIA, etc.) would see the following metrics list:

- Conversion Rate
- > Renewal Rate
- Post-Sale Customer Sat
- > Case Volume
- > RMA Volume

The detail definition and metrics calculation algorithm can be found in the Appendix A.

3.2.3. Metrics Number Displays

The second column of the metrics table is for the metrics numbers.

Each metrics may have multiple numbers, as named in the metrics name column. Different numbers of the metrics are separated by the character "/".

For each metrics, there is one key number among all the metrics numbers. This key number will determine which level the partner belongs to, which is illustrated using the color code.

At the bottom of the section, you can find the legends for those color codes. Next section will describe the threshold values for those different levels.

3.3. View CSSP Program Threshold and Discount

On the metrics display screen, in the Shared Support section, there is a link "View Threshold and Discount" as described below:

CISCO SYSTEMS

Support Metrics - CSSP User Guide

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Click on the link, a new window will pop up, showing the threshold and discount information for the current partner as below:

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Level 2	60% - 75%	65% - 80%	4 45	20 - 35	50 - 80
Level 1	45% - 60%	50% - 65%		35 - 50	80 - 110
Level 0	40% - 45%	30% - 50		50 - 75	110 - 150
Ineligible	< 40%	< 30%		> 75	> 150
scount (Selectiv	e Entitlement)		* *		
anding Level	Product Coverage		Service Delivery		
	Attach Rate	newal Rate	Post Cust Sat	Case Volume	RMA Volume
Level 3	3%	3%	3%	3%	3%
Level 2	2%	2%	2%	2%	2%
Level 1	1%	1%	1%	1%	1%
Level 0	0%	0%	0%	0%	0%
Ineligible	INELIGIBLE	INELIGIBLE	INELIGIBLE	INELIGIBLE	INELIGIBLE

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3.4. Download CSSP Metrics Detail Report

Each metrics number is calculated based on a set of data extracted from the various data source. If you want to see the detailed item by item data of which the metrics numbers consist, you can download them from the Support Metrics / CSSP tool.

3.4.1. Download detail reports

Step1. Go to the Performance Metrics Screen

By click on the 'PERFORMANCE METRICS' tab, you would see the following screen as described before:

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Step2. Click the link "Download Report" as marked in the above screen shot. A window will pop up, shown as follows:

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Note: based on the type of partner, you might see Conversion Rate instead of Attach Rate.

Step3. Select the corresponding report or reports and click the 'Submit' button. The following screen will display:

🚰 Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer	
<u>File Edit View Favorites Iools Help</u>	1
Close Window Close	s below 🔺
Partner Access onLine (PAL) - Support Metrics	
Download Detail Report Result The report request has been queued and will be emailed to you upon completion	
Close Window	
⁰⁰⁰ (1992-2003 Cisco Systems, Inc. All rights reserved. <u>Important Notices</u> , <u>Privacy Statement</u> , and <u>Trademarks</u> of Cisco Systems, Inc.	•
🔮 Done	11.

Step4. Support Metrics tool will generate the report and email to you. Depends on the system load, normally it would take less than four hours to receive the requested reports via email.



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Normally, it takes 15 minutes or less to get the email of the requested report. However, due to the network conditions, server load, or size of the download, it might take as long as a few hours to get the email. If you do not receive the report after 24 hours, you need to request download again, or contact the Support Metrics support team.

3.4.2. View the downloaded report

The requested reports are packed into a zip file before emailed to you. You need to uncompress the file first.

When unpack the zip file, suggest you uncheck the option 'Use folder names'. This way, all the reports will be extracted directly into the location you've specified.

After uncompress, you will find that all the Support Metrics detail reports are in CSV (Comma Separated Version) format, which can be recognized by MS Excel.

Although a CSV file has no size limitation (only limited by the operation system), MS Excel has the maximum of 64K rows in one spreadsheet. If you see the following message when trying to open a big CSV file, it means the CSV file contains more lines than MS Excel can handle:



This would happen to partners who have many contracts or large volume of items or cases, etc.

In this situation, you can use other generic editor tool to open the CSV file first, since the CSV file is also a plain text file. You can then break the file into multiple sections, each of which is less than 64 lines.

3.5. View Pre-live Data (Super Users Only)

All the metrics data is calculated at the beginning of the month. But the metrics won't be visible to the partner user until the publishing day, which is normally the 15th.

For a special group of Cisco internal user, or Support Metrics Super Users, they can view those pre publish, or pre-live, data as indicated below.

Step1. Go to the performance metrics page by click on 'PERFORMANCE METRICS' tab.

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🚰 Partner Access onLine (P	AL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer		
Eile Edit View Favorites	Iools Help		
CISCO SYSTEMS	Home	Logged In Profile Conta	cts & Feedback Help Site Map
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	corresponding links below.		Related Links
	Shared Support (Data published on Mon Dec 15 12:00:00 PST 2003)		Products & Services Shared Support Introduction
	Metrics	Performance	Partners & Resellers
	Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1	Other Cisco Programs
	Renewal Rate % (Cisco Fiscal YTD)	×	Introduction
	Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59	
	Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3	
	RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2	
	Pre-live Data Download Report d' View Threshold and Discount d		
	Legend: Level 3 Level 2 Level 1 Level 0	Ineligible 🗾 NA	
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Step2. Click on the link 'Pre-live Data' as shown above. The screen will refresh to show the pre-live data, as below:

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	Performance metrics for the current month are displayed below. Detailed re metrics can be downloaded and Threshold and discounts matrix viewed by corresponding links below. Shared Support Metrics Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month) Renewal Rate % (Cisco Fiscal YTD / Rolling-12-Month) Renewal Rate % (Cisco Fiscal YTD / Rolling-12-Month) Case Volume (Cisco Fiscal YTD / Annualized) Todar Volume (Cisco Fiscal YTD / Annualized)	Performance 47.9 / 59.1 - 4.12 / 4.12 / 59 2.9 / 17.3 29.2 / 176.2	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Cisco Programs Introduction
	Performance metrics for the current month are displayed below. Detailed re metrics can be downloaded and Threshold and discounts matrix viewed by corresponding links below. Shared Support Metrics Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month) Renewal Rate % (Cisco Fiscal YTD / Rolling-12-Month) Renewal Rate % (Cisco Fiscal YTD / Rolling-12-Month) Case Volume (Cisco Fiscal YTD / Annualized) Case Volume (Cisco Fiscal YTD / Annualized) Case Volume (Cisco Fiscal YTD / Annualized) Live Data Swinload Report, C View Threshold and Discount C	Performance 47.9 / 59.1 - 4.12 / 4.12 / 59 2.9 / 17.3 29.2 / 176.2	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Cisco Programs Introduction
¢	Performance metrics for the current month are displayed below. Detailed re metrics can be downloaded and Threshold and discounts matrix viewed by corresponding links below. Shared Support Metrics Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month) Renewal Rate % (Cisco Fiscal YTD / Annualized) Case Volume (Cisco Fiscal YTD / Annualized) Torke Volume (Cisco Fiscal YTD / Annualized) Live Data Suvenioad Report, C View Threshold and Discount C Legend: Level 3 Level 2 Level 1 Level 0	Performance 47.9 / 59.1 - 4.12 / 4.12 / 59 2.9 / 17.3 29.2 / 175.2	Related Tools Support Metrics Partner E-Learning Connection Related Links Products & Services Shared Support Introduction Partners & Resellers Certification Introduction Other Claco Programs Introduction

You can tell it is pre-live data by the following two differences from the live data:

- > There is no publishing date at the section header
- > There is a link 'Live Data' to go back to live data screen.

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Appendix A. CSSP Performance Metrics – Q & A

Attach Rate	
1. What is the Definition of Attach Rate?	
Attach rate measures the SMARTnet Next Business Date to the SMARTnet NBD list value of all new equipment p	ay (NBD) dollar value of new service contracts sold compared burchased during the first 12 months
2. What is the Formula used to calculate the Attach Ra	te Metric?
Attach Rate % = Total \$ value of service sold in r	month 1-12 x 100%
Total \$ value opportunity of service sa	les in month 1-12
Numerator: Service dollars attached	Service coverage attached in the current period. Service coverage dollars are translated to SMARTnet NBD U.S. List Price at the next business day service level
Denominator: Service dollar attach opportunity	Service coverage dollars available for attach in the current period. Service coverage dollars are translated to SMARTnet U.S. list price at the next business day service
3. Is There Any Exclusion to the Attach Rate Calculatio	n?
Because the attach and renewal calculations are dollar complexity/higher value products as compared to low e partner to maintain installed base information	s based, it weights the importance of covering higher nd plug-and-play products. It is the responsibility of the
4. How do we calculate the Attach Rate Numerator?	
Service coverage attached must meet the following crit	eria:
Service sale in the current period	
Service must be linked to hardware t period.	hat was originally purchased from Cisco in the current
If the contract meets these criteria, but the original serv month period, it is treated separately as a multiyear age	ice agreement does not show expiring in the current 12- reement (see multiyear definition below). This information is
collected from Cisco's database and is measured at the translated to the SMARTnet NBD U.S. list price. All see Shared Support, etc.).	e contract line item level. Once the data is collected, it is then vice contract types are included (SMARTnet Resell, Cisco
5. How do we calculate the Attach Rate Denominator?	
1	



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Service coverage dollars available for attach are calculated by reporting hardware purchased from Cisco in the current period. These sales are translated to their equivalent SmartNet price at the next business day service level. This dollar amount equals the attach rate opportunity and hence, the attach rate denominator. Only chassis and serialized cards/modules that have a SMARTnet list price shall be included in the attach rate calculation.

6. What is the Timing of the Attach Rate Measurement?

The service coverage must have been purchased from Cisco in the current 12-month period and show expiring in the next 12-month period. If the contract meets all of the attach rate requirements but does not show expiring in the next 12-month period, it is treated separately as a multiyear agreement.

7. What else is considered to calculate the Attach Rate Metric?

Multiyear Agreements – Multiyear agreements are amortized over the life of the agreement in one-year increments. If a multiyear agreement is originally sold (that is the partner purchases additional years of coverage instead of the minimum one-year), the coverage is converted to SMARTnet next business day list price and divided by the number of years purchased. The first year's value will be added into the attach rate numerator and denominator, and the remaining dollars will be credited to the renewal numerator and denominator. Multiyear agreements that meet renewal criteria will be amortized over the life of the agreement and each year's value will be credited to the renewal numerator and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal numerator and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal agreement and each year's value will be credited to the renewal numerator and denominator

Conversion Rate					
1. What is the Definition of Conv	1. What is the Definition of Conversion Rate?				
Conversion Rate measures all co full-entitlement.	onverted support agree	ements as a percentage of tota	I support opportunity under		
2. What is the Formula used to c	alculate the Conversio	n Rate Metric?			
Conversion Rate % = Total \$ va	Total \$ value of service s lue opportunity available f	old in month 13-24 for conversion in month 13-24	x 100%		
Numerator: Service Dollars Converted		Service Coverage Converted (following Full Entitlement). S	I in the current period Service Coverage		
		Dollars are translated to SMA NBD Service Level or SAS list	ARTnet List Price at st price as applicable.		
Denominator: Service Dollar Co	onversion Opportunity	Service Coverage Conversio Conversion in the current pel entitlement). Service Covera translated to SMARTnet List Level or SAS list price as app	n Dollars Available for riod (following full ge Dollars are Price at NBD Service plicable.		
3. Is There Any Exclusion to the	Conversion Rate Calcu	ulation?			

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Not Applicable

4. How do we calculate the Conversion Numerator?

Service Coverage Converted must meet the following criteria:

• Service sale in the current period (following full entitlement).

If the original full entitlement service agreement does not show expiring in the current 12-month period, it is treated separately as a multiyear agreement. This information is collected from Cisco's database and is measured at the contract line item level. Once the data is collected, it is then translated to the SMARTnet NBD list price. Software is translated to the equivalent SAS list price. All service contract types, whether for hardware or application software are included.

5. How do we calculate the Conversion Denominator?

Service Coverage Dollars Available for Conversion is calculated by reporting on both the start and end date of all service coverage:

. Service coverage includes all service SMARTnet equivalent service, whether the coverage is for chassis, cards (that have a SMARTnet offering), or software (SAS/SAU).Service that was sold in the previous 12-month period and is due to expire in the current 12-month period is included in the denominator. If the service due to expire in the current 12-month period is 12-month period, it will not be included in the conversion calculation.

All service contract types, whether for hardware or application software are included (SMARTnet Resell, Cisco Shared Support, etc.).

6. What is the Timing of the Conversion Rate Measurement?

The service coverage must have been purchased from Cisco in the previous 12-month period and show available for conversion in the current 12-month period. If the contract meets all these criteria, but does not show available for conversion in the current 12-month period, it is treated separately as a multiyear agreement.

7. What else is considered to calculate the Conversion Rate Metric?

Multiyear Agreements

Multiyear agreements will be amortized over the life of the agreement in one-year increments. If a multiyear agreement is originally sold during the full-entitlement period (that is the partner purchases additional years of coverage instead of the minimum one-year requirement), the coverage is converted to SMARTnet NBD list price and divided by the number of years purchased. The first year's value will be added into the conversion numerator and denominator, and the remaining dollars will be credited to the renewal numerator and denominator. Multiyear agreements that meet renewal criteria will be amortized over the life of the agreement and each year's value will be credited to the renewal numerator and denominator.

Case Volume

1. What is the Definition of TAC Case Ratio?

The TAC Case Ratio Metric measures the total number of closed TAC cases per million dollars of SMARTnet next business day list value of the covered installed base during a 12-month period.

2. What is the Formula used for the TAC Case Ratio Metric?

Case Volume YTD =

Total TAC cases closed YTD

Total Shared Support Covered Installed Base (@ US SMARTnet NBD List Price) in Million USD

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Total number of TAC cases closed in 12-month period.	Numerator is divided by denominator and results in number of cases per million dollars of installed base.
Dollar value of total covered installed base. Covered installed base value normalized to SMARTnet next business day service U.S. list price.	
Annualized TAC Case Ratio Metric?	
ume x 12 (Months) s YTD	
C Case Ratio calculation?	
llowing: Service Ordering (SVO), Cisc Case Open Tool Self-Help	co.com, dead on arrival (DOA), open
e Ratio Numerator?	
n 12-month period minus the exclusio	ns listed above.
e Ratio Denominator?	
base. Covered installed base value	normalized to SMARTnet next business
se Ratio Measurement?	
ate the TAC Case Ratio?	
requires the partner to provide suppo ver, for the partner to contact Cisco for umber of Cisco Shared Support servic calculated by dividing the one year to ed installed base \$M value at SMART alent service agreements, including o II Shared Support software coverage.	rt for Level 1 and Level 2 issues to the or Level 3 support from time to time.The cases closed per million dollars of otal of TAC cases closed in Cisco's call net list NBD U.S. price. Covered installed coverage purchased for both chassis and
	Total number of TAC cases closed in 12-month period. Dollar value of total covered installed base. Covered installed base value normalized to SMARTnet next business day service U.S. list price. Annualized TAC Case Ratio Metric? ume

RMA Volume

1. What is the Definition of RMA Unit Ratio?

The Return Material Authorization (RMA) Unit Ratio measures the total number of RMA field replacement units shipped per million dollars of SMARTnet NBD U.S. list value of the covered install base during a 12-month period.



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2. What is the Formula used to calcu	late the RMA Unit Ratio?	
RMA Volume YTD =	Total RMA FRU Shipmer	nts YTD
Total Shared S	support Covered Installed Base (@ US SM	ARTnet NBD List Price) in Million USD
	_	
Numerator: Total No. of RMA Units Shipped	Total number of RMA field replacement units shipped in 12- month period	Numerator is divided by denominator and results in number of shipments per million
Denominator: Covered Installed Base Value	Dollar Value of Total Covered Installed Base value normalized to SMARTnet next business day service level U.S. list price	dollars of installed base.
3. What is the Formula used to calcu	late the RMA Unit Ratio?	
RMA Volume Annualized YTD = # of Months	x 12 (Months)	
4. Is There Any Exclusion to the RMA	A Unit Ratio calculation?	
The RMA unit ratio excludes the follo Arrival (DOA), and Field Alert RMAs	wing: non-service Return Material Au requested by Cisco TAC.	uthorization (RMA), RMAs for Dead on
5. How do we calculate the RMA Unit	t Ratio Numerator?	
I otal number of RIVIA field replaceme	ent units snipped in 12-month period	
6. How do we calculate the RMA Unit	t Ratio Denominator?	
Dollar Value of Total Covered Installe	ed Base value normalized to SMART	net next business day service level U.S.
7. What is the Timing of the RMA Un	it Ratio Measurement?	
12-month period		
8. What else is considered to calcula	te the RMA Unit Ratio?	
RMA volume is defined as the number value of the partners covered installer replacement units shipped by the SM under contract). Covered installed ba coverage purchased for both chassis	er of RMA field replacement units related base. RMA rate is calculated by div MARTnet NBD value of the partners cause includes Shared Support equivales and cards.	ative to SMARTnet NBD U.S. list price viding the number of RMA field overed installed base (installed base ent service agreements, including

Post-Sale Customer Satisfaction



1. What is the Definition of Customer Satisfaction? Customer Satisfaction measures customer satisfaction as reported by the partner's customers
2. What is the formula used to calculate Customer Satisfaction metric?
Average customer score (scale of 1–5, minimum of 30 completed surveys) for the following question: "Overall, how would you rate your satisfaction with post-sales support (repair, maintenance, and technical support) provided by the above Cisco Channel partner? Would you say you are" 5—Very Satisfied 4—Satisfied 3—Neutral 2—Dissatisfied 1—Very dissatisfied
Survey process
 Partners and Cisco field personnel are asked to identify customers who should be solicited for participation in the survey. The survey uses a rating system of 1–5, with 5 being the highest. The partner's customers are asked to complete the survey on behalf of the channel partner (the channel partner is identified on the survey). End-customer names are collected and entered by: Cisco account Teams Partners by using PAL Tool, go to: http://www.cisco.com/cgi-bin/fronts/PAI 2/ctrl/partner.home.html
Survey volume
—Each Cisco Shared Support partner is required to submit enough customer names to ultimately achieve a minimum of 30 responses on Question 18 for each country grouping. Multiple (unique) respondents from a specific partner client are acceptable to meet the target of 30 responses.
3. Is There Any Exclusion to Customer Satisfaction metric?
N/A?
4. How do we calculate the Customer Satisfaction Numerator?
Not Applicable
5. How do we calculate the Customer Satisfaction Denominator?
Not Applicable
6. What is the Timing of the Customer Satisfaction metric Measurement?
Survey timing Customer satisfaction surveys are distributed throughout the period. Each partner's targets and thresholds are based on the goals set at the beginning of the measurement period. The result will be calculated based on four Cisco fiscal quarters prior to the end of the annual measurement period.
7. What else is considered to calculate Customer Satisfaction Metric?
Cisco uses a third-party company, Walker, to perform customer satisfaction surveys. The results from this survey are used for a variety of purposes related to partner certification and the development of operational improvement plans. In the case of Cisco Shared Support, this same Customer Satisfaction Survey is used to measure the customer
satisfaction with post-sales support. The question used to determine the partner satisfaction rating is question number 18.



