



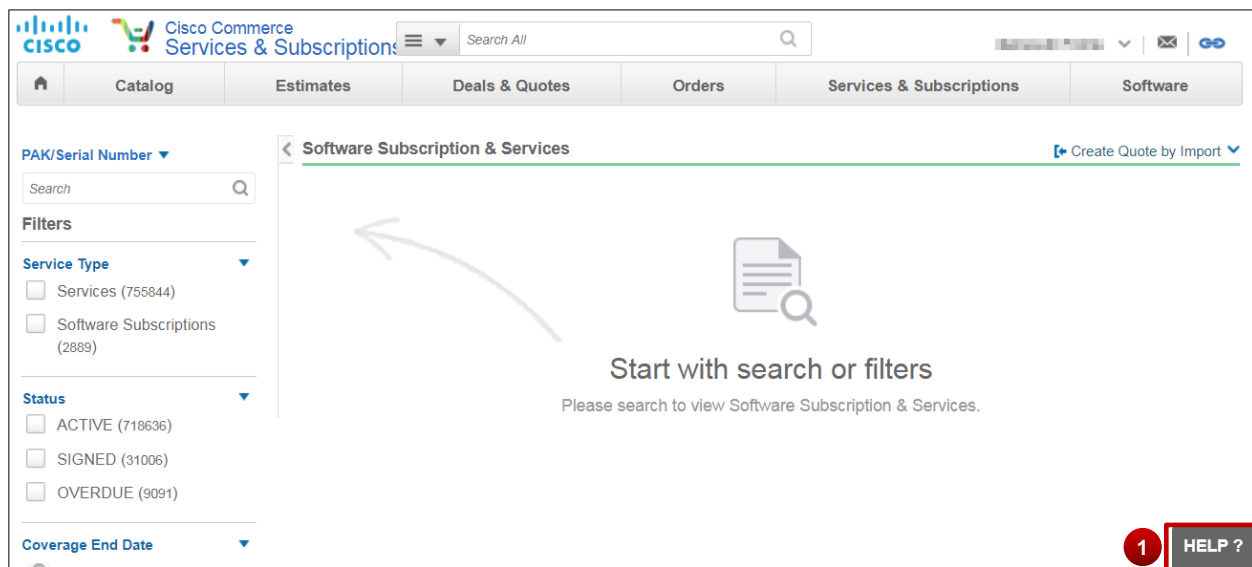
Guided Help

Note: This document is no longer being actively updated as of August 2019. Please contact crc-training@cisco.com if an update is requested.

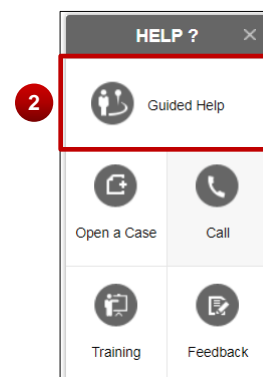
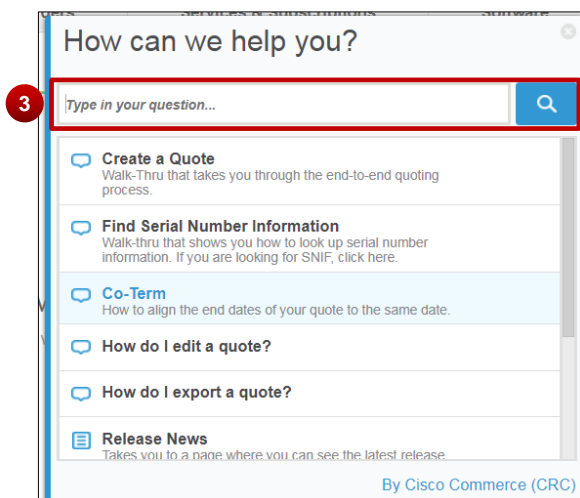
If you need help, try our guided help to find answers before searching [Operations Exchange](#) or [Opening a Case](#). Guided Help is a tool in Cisco Commerce where you can find answers to your questions with documents that pop up on your page or detailed guided walkthroughs of common processes. We are always updating the content, so keep looking here for the latest resources to help you create quotes faster.

Accessing Guided Help

1. Click the “HELP?” tab at the bottom of your screen.



2. Select Guided Help from the menu that pops up.
3. Enter your question in the question bar and suggested solutions will appear.





4. You will see two types of Guided Help tools:
 - a. Walkthroughs, which guide you through a process or answer a question.
 - b. Documents, which appear directly in your Cisco Commerce browser tab. You can reference a document quickly and get back to work without having to search on Operations Exchange.

4a



4b

