

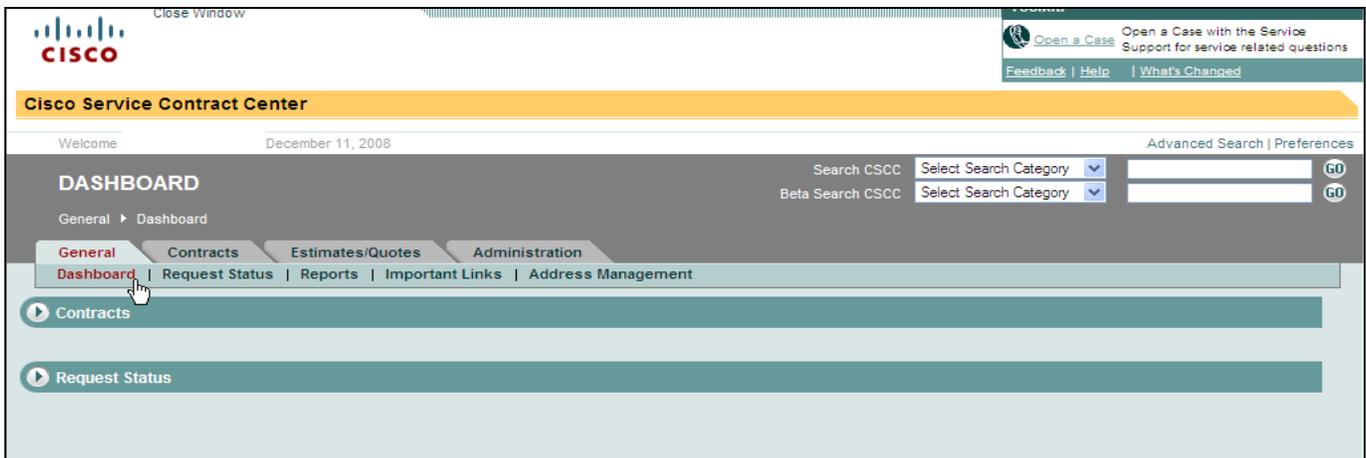
CSCC Overview for Contract End Users

Objective: This tip sheet will show you the basic layout of Cisco Service Contract Center and how to effectively navigate through the tool. After referencing this document, you should understand the basics about using CSCC and the features of the Dashboard.

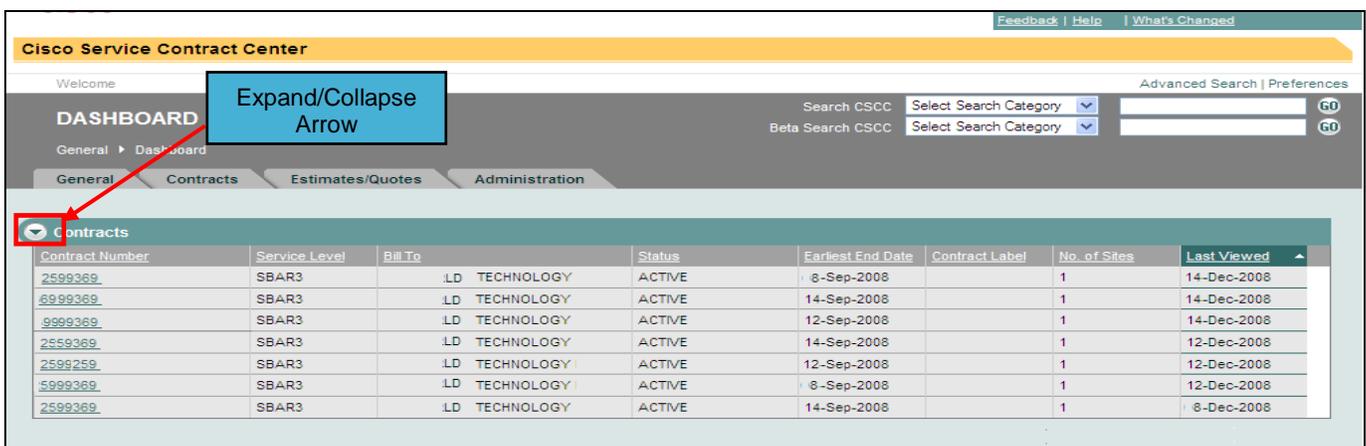
Viewing the Dashboard

The 'Dashboard' is your default landing page or homepage when you login to Cisco Service Contract Center. The 'Dashboard' screen is visible upon login and captures a snapshot of your most recent activity within the different areas of CSCC. The information displayed in the 'Dashboard' is refreshed each time you log in.

- You can also navigate to the 'Dashboard' through the 'General' tab.
 1. Rollover the 'General' tab and click on 'Dashboard' in the Secondary menu.
 2. The 'Dashboard' appears. The sections displayed will be those you have access to.

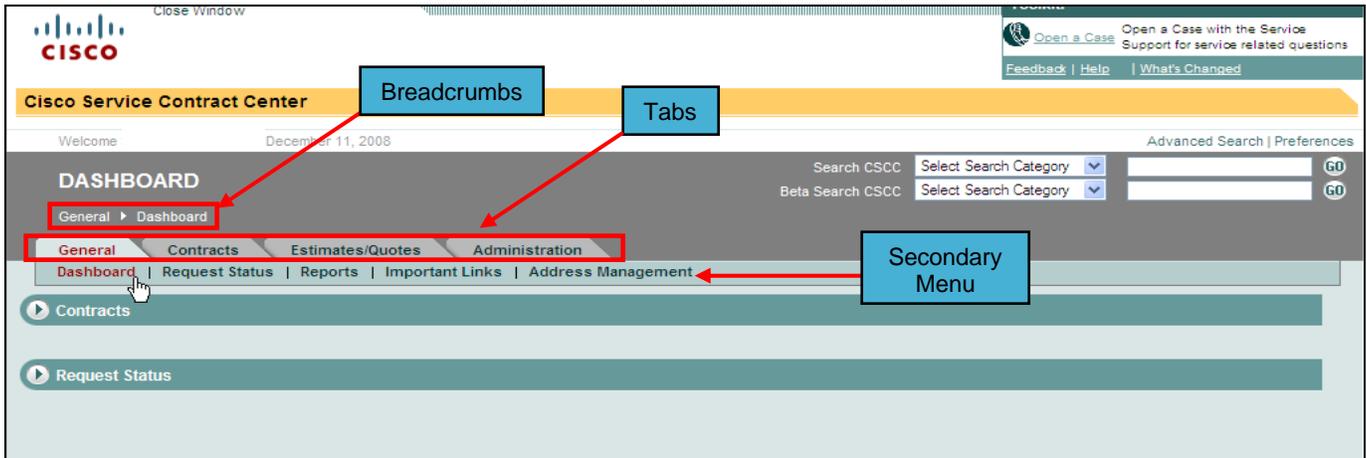


- The 'Dashboard' displays two tables which can be expanded or collapsed depending on your preferences.
 1. To expand the 'Contracts' or 'Request Status' section, click the expand/collapse arrow.
 2. To close the 'Contracts' or 'Request Status' section click the expand/collapse arrow.
 3. To set them open or closed by default, navigate to the preferences hyperlink where those settings can be applied.



Using the Tabs

CSCC is logically organized with a tab and secondary menu structure. When you log in to the tool and mouse over any of the available options, you will immediately see the tab levels.



- 'General' Tab - Provides links to screens that apply to most of CSCC.
- 'Contracts' Tab - Allows you to view and manage existing contracts.
- 'Estimates/Quotes' Tab - Allows you to purchase service through SCC for indirect resellers and distributors where service coverage can be purchased through distribution.
- 'Administration' Tab - Allows you to register contracts.
- 'Breadcrumbs' - Reflects your navigation path and can be used to quickly return to screens. When navigating through CSCC, you can also use the 'breadcrumbs'.

Toolkit

From all screens within CSCC, you will see the 'Toolkit' in the top right hand corner of the screen. The 'Toolkit' contains a link to 'Open a Case', 'Feedback', 'Help', and 'What's Changed'. These are valuable links if you experience issues with CSCC.



Search in CSCC

The 'Search CSCC' and 'Advanced Search' features will be visible from every screen. This is where you would navigate if you needed to search for specific items such as serial numbers or contract numbers. You can also search for multiple contracts at once using the 'Advanced Search' feature.



CSCC Preferences

By clicking on the 'Preferences' hyperlink, you can alter your language and dashboard settings.

1. When you click on the 'Preferences' hyperlink, the 'Preferences' pop window should display as shown below.
2. Alter your preferences in the 'General' and 'Estimates/Quotes' tab, then click 'Save Preferences'.

Step 1: Click on the "Preferences" hyperlink to open up the "Preferences" pop up window.

Step 2: Alter your preferences and then click "Save Preferences".

Related Links

CSCC Training Website: [Click Here](#)

Viewing Contract Details Tip Sheet: [Click Here](#)