



Partner Smart Assist

Enablement Training Agenda

Obtain expertise for enabling and supporting smart capabilities

Welcome!

Partner Smart Assist Enablement Training



Knowledge



Collaboration



Expertise

What To Expect....and Accomplish

- 3 Days of Learning Immersion
- Gain knowledge, insights and expertise on how to successfully deliver Cisco smart capability services



AGENDA

❖ ACCESS

- ❖ Cisco Services Access Management Tool (CSAM)
 - ❖ Customer
 - ❖ Partner

❖ COLLECTOR

- ❖ CSPC
- ❖ Third Party
- ❖ CSV

❖ PORTAL TRAINING

Day

- Introductions, Housekeeping
- Partner Smart Assist Training presentation
 - **C**isco **S**ervices **A**ccess **M**anagement Tool Review
- Review Partner Resource Library and SNTC Community
- Review Dtrack
 - Customer Business Outcomes Discussion
- Email Template Review
- Recap & Questions

Day

- **SNTC Service - Technical Perspective**
 - How it Works
 - Collection Options
 - Architecture
 - Collection Security
 - Collector Traffic
 - Smart Net Total Care Implementation Readiness
- **Cisco Collector (CSPC) Deployment – CSTG Collector Support Team**
 - Collection Process Overview and Best Practices
 - CSPC Demo and Live Training
 - Basic Collection Troubleshooting
 - Support Resources
- **Portal - Installation Complete**
- **Third Party Collector – Best Practices**
- **Recap & Questions**

Thank you and have a GREAT Day! 😊

Day

- Discuss Outcomes
- Navigational Portal Training
- Portal Validation (Data Accuracy)
- Reconciliation Overview – CPS Team Presents
- Partner Reconciliation Request Process
- Recap & Questions
- Readiness Assessment & Feedback Survey

Thank you and have a GREAT Day! 😊

Continuous Learning



