



## Partner Support Resources Guide for Cisco Smart Business Communications System

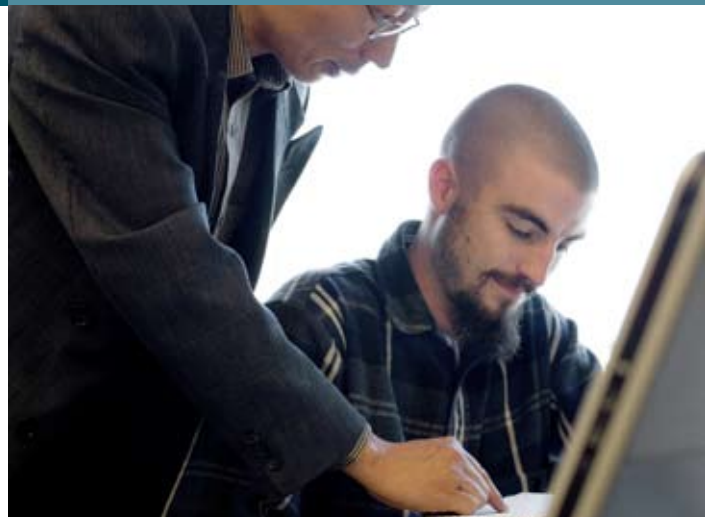
Providing the best training, resources and support tools that are easy to access and use is key in helping to ensure our partners are fully prepared and capable of deploying and supporting the Cisco Smart Business Communications System (SBCS).

### General Information Resources

#### SBCS - Product Website

<http://www.cisco.com/go/sbcs>

The SBCS product website is the main source of information on the SBCS including system overview, features, white papers, brochures and a flash demo. In addition, there is a 'partner only' area that includes links to partner specific information and resources.



## SBCS - Partner Central

<http://www.cisco.com/go/partner-sbcs>

The SBCS website on Partner Central contains information and links to Cisco's key pre and post sales tools and resources. Included on this site partners can access end customer presentations, customer case studies, ordering guides, quoting tools, technical training resources and more.



## SBCS - Smart Designs

[www.cisco.com/go/partner/smartdesign](http://www.cisco.com/go/partner/smartdesign)

The SMB Smart Designs are Validated Commercial Solutions that are primarily designed for partner success. They incorporate comprehensive solution implementation best practices in an easy to follow format to streamline the installation process, reduce deployment risk and increase partner profitability. The objectives of the SBCS design are to simplify installation and operations and provides both design and implementation guides. This solution is composed of UC500 (with the embedded wireless functionality), CE520 and Cisco Configuration Assistant (CCA).



## SMB University Catalog

<http://www.cisco.com/go/smbuniversity>

The SMB University includes both training required for the SMB Specialization and ongoing training to ensure the partners stays current on the latest SBCS enhancements. A series of short Videos On Demand (VoDs) targeted to the partner technical personnel provides updates on a wide category of topics including UC500 Management, SBCS Applications, SBCS System Level Features, Session Initiation Protocol (SIP) Trunking and more.



## Pre-sales and Pre-deployment Technical Support Resources

### SBCS Support Wiki

Effective 19 January 2009 the SBCS Wiki has been integrated into the Small Business Support Community.

### Small Business Support Community

<http://www.cisco.com/go/smallbizsupport>

The Cisco Community Central is the latest Web 2.0 tool created for Cisco SMB Solutions. In the Cisco Community Central you can join discussion forums, find the latest news on SMB solutions include the SBCS, access on-line support resources and much more.



### Partner Helpline (Cisco.com ID Required)

<http://cisco.com/go/ph>

Partner Helpline gives partners access to technical product information, including assistance with network design and product selection. Partners can ask questions, open cases, and search through a vast library of information. Partners can search the Knowledge Base and receive a list of questions and answers to the product with which they need assistance. If partners can't find the answer in the Knowledge Base, a case can be opened on the website and receive additional support. Phone number: 1 800 GO CISCO or 1 800



## PDI Help Desk

(Planning, Design and Implementation)

<http://www.cisco.com/web/partners/tools/pdihd.html>

Search our knowledgebase for information about planning, design, and implementation of Cisco Unified Communications products and technologies. You can open a case to receive additional support.

The PDI Help Desk is available for preproduction (Planning, Design or Implementation) issues that are not network or business impacting. The service is in place to assist Unified Communications Specialized Partners as they prepare to bring customer systems up and into production, so that customer signoffs go more smoothly.

Since the support offered by the Cisco PDI Help Desk is for pre-production issues and not operational network outages, 24 hour support is not critical as it is for Cisco Technical Assistance Center (TAC). PDI Help Desk support is offered during the extended business hours of 7 a.m. to 6 p.m. Monday - Friday in any given time-zone worldwide. Please note that support from the PDI Help Desk requires that partners hold one or more of the Cisco Unified Communications specializations. The SMB Specialization is included in this group of specializations.



## Post Sales or Post Deployment

Once customer sign-off is obtained, a Cisco service contract (SmartNet or Smart-Net for SBCS) should be in place and the Cisco TAC can then assist with post-production or operational issues.

