



Asistente de chat virtual

Portales de licencias

Nota: Las pantallas de la presentación pueden variar ligeramente de las herramientas reales

Asistente de chat virtual

- El asistente de chat virtual o VCA, por sus siglas en inglés, es una aplicación orientada al cliente que le permite interactuar con el sistema de expertos y obtener respuestas a sus consultas a la vez que trabaja en la aplicación.
- Esta presentación explica cómo utilizar VCA en los portales de licencias.



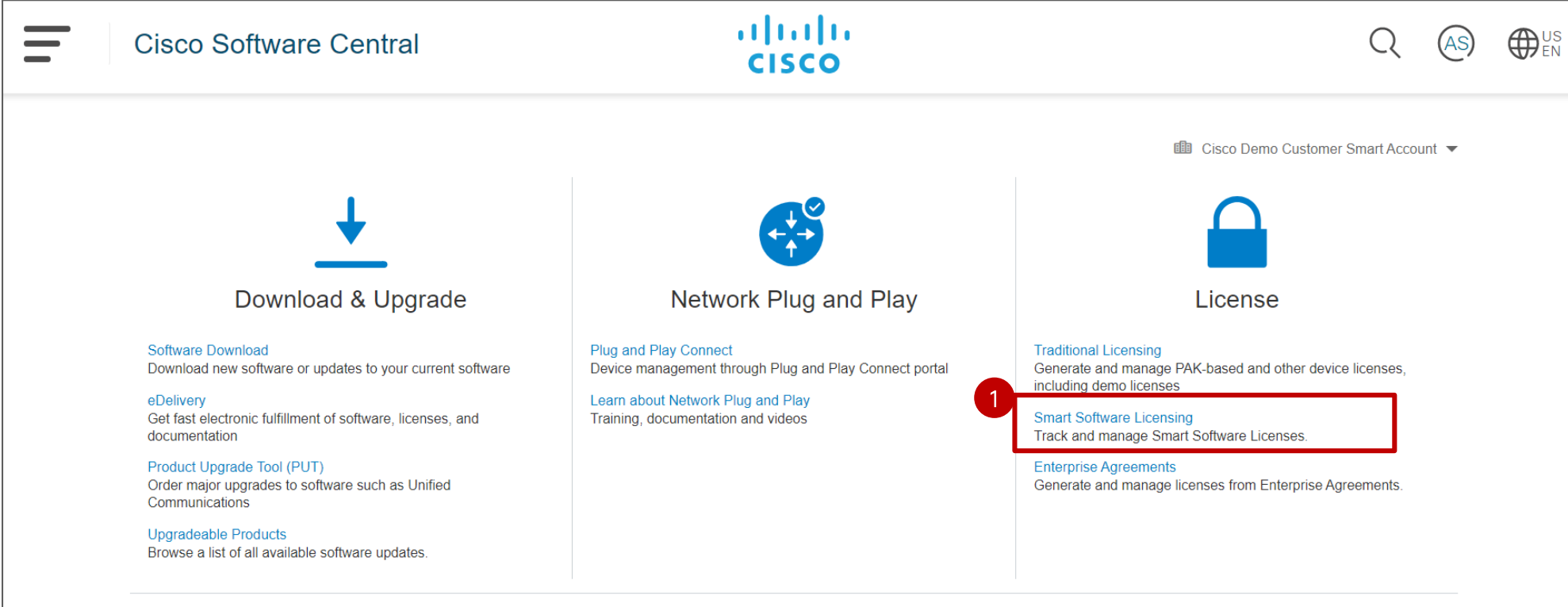
Programa

- 1 [Asistente de chat virtual en SSM
\(Smart Software Manager\)](#)
- 2 [Asistente de chat virtual en LRP
\(Portal de registro de licencias\)](#)

Asistente de chat virtual en SSM

Asistente de chat virtual en SSM

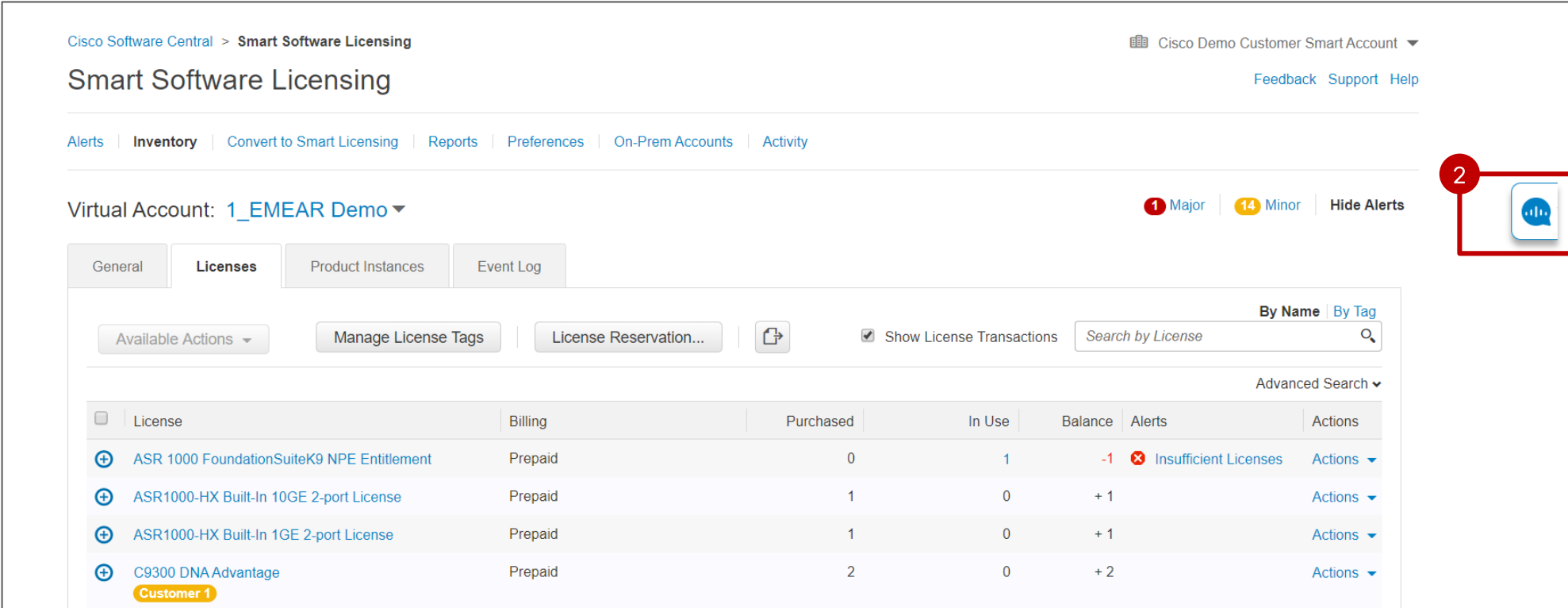
- 1 En [Cisco Software Central](#), vaya a la sección Licencia y haga clic en Smart Software Licensing.



The screenshot displays the Cisco Software Central web interface. At the top, there is a navigation bar with the Cisco logo, a search icon, and a user profile icon labeled 'AS'. Below the navigation bar, the main content area is divided into three columns. The first column is titled 'Download & Upgrade' and contains links for 'Software Download', 'eDelivery', 'Product Upgrade Tool (PUT)', and 'Upgradeable Products'. The second column is titled 'Network Plug and Play' and contains links for 'Plug and Play Connect' and 'Learn about Network Plug and Play'. The third column is titled 'License' and contains links for 'Traditional Licensing', 'Smart Software Licensing', and 'Enterprise Agreements'. The 'Smart Software Licensing' link is highlighted with a red box and a red circle containing the number '1'. The user account 'Cisco Demo Customer Smart Account' is visible in the top right corner.

Asistente de chat virtual en SSM

- 2 El asistente de chat virtual aparecerá como un icono azul  en la esquina superior derecha de la aplicación Smart Software Manager. Haga clic en el icono azul  para abrir el asistente de chat virtual.



The screenshot displays the Cisco Smart Software Licensing (SSM) interface. At the top right, there is a navigation bar with the account name "Cisco Demo Customer Smart Account" and links for "Feedback", "Support", and "Help". Below this, a breadcrumb trail shows "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "On-Prem Accounts", and "Activity". The main content area is titled "Smart Software Licensing" and includes a "Virtual Account" dropdown set to "1_EMEAR Demo". On the right side of this area, there are alert indicators for "1 Major" and "14 Minor" alerts, along with a "Hide Alerts" button. A red box highlights a blue chat assistant icon in the top right corner, with a red circle containing the number "2" next to it. Below the navigation tabs, there are several action buttons: "Available Actions", "Manage License Tags", "License Reservation...", and a "Show License Transactions" checkbox. A search bar labeled "Search by License" is also present. The main table lists licenses with columns for License, Billing, Purchased, In Use, Balance, Alerts, and Actions. The first row shows "ASR 1000 FoundationSuiteK9 NPE Entitlement" with a balance of -1 and an alert for "Insufficient Licenses".

License	Billing	Purchased	In Use	Balance	Alerts	Actions
ASR 1000 FoundationSuiteK9 NPE Entitlement	Prepaid	0	1	-1	Insufficient Licenses	Actions
ASR1000-HX Built-In 10GE 2-port License	Prepaid	1	0	+1		Actions
ASR1000-HX Built-In 1GE 2-port License	Prepaid	1	0	+1		Actions
C9300 DNA Advantage	Prepaid	2	0	+2		Actions

Asistente de chat virtual en SSM

- 3 La página Asistente de chat virtual - Central de ayuda sobre licencias se abrirá en una ventana emergente.
- 3a Puede hacer una pregunta (introducir un mensaje).
- 3b También puede acceder al contenido de uso frecuente en el lado derecho.
- 3c Además, puede valorar su experiencia, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.

The screenshot shows the Cisco Software Central interface with a virtual chat assistant window open. The chat window title is "Virtual Chat Assistant - Licensing Help Central - Google Chrome". The URL is "buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Licensing&email=askocka@cisco.com". The chat window contains a welcome message from the assistant and a "FREQUENTLY USED CONTENT" section on the right. The frequently used content includes questions like "How can I activate my Smart Licenses?", "How can I manage my Smart Account?", "How can I convert traditional licenses to Smart Licenses?", "Does my company have a Smart Account?", "What is a Smart Account?", "How can I associate myself to a Smart Account?", and "How can I manage my Virtual Account?". The chat window also has an input field for messages and a "Rate your experience" section at the bottom. The footer of the chat window contains links for "Docs and Videos", "Open a Case", "Live Chat(Online)", and "Contact Us".

Asistente de chat virtual en SSM

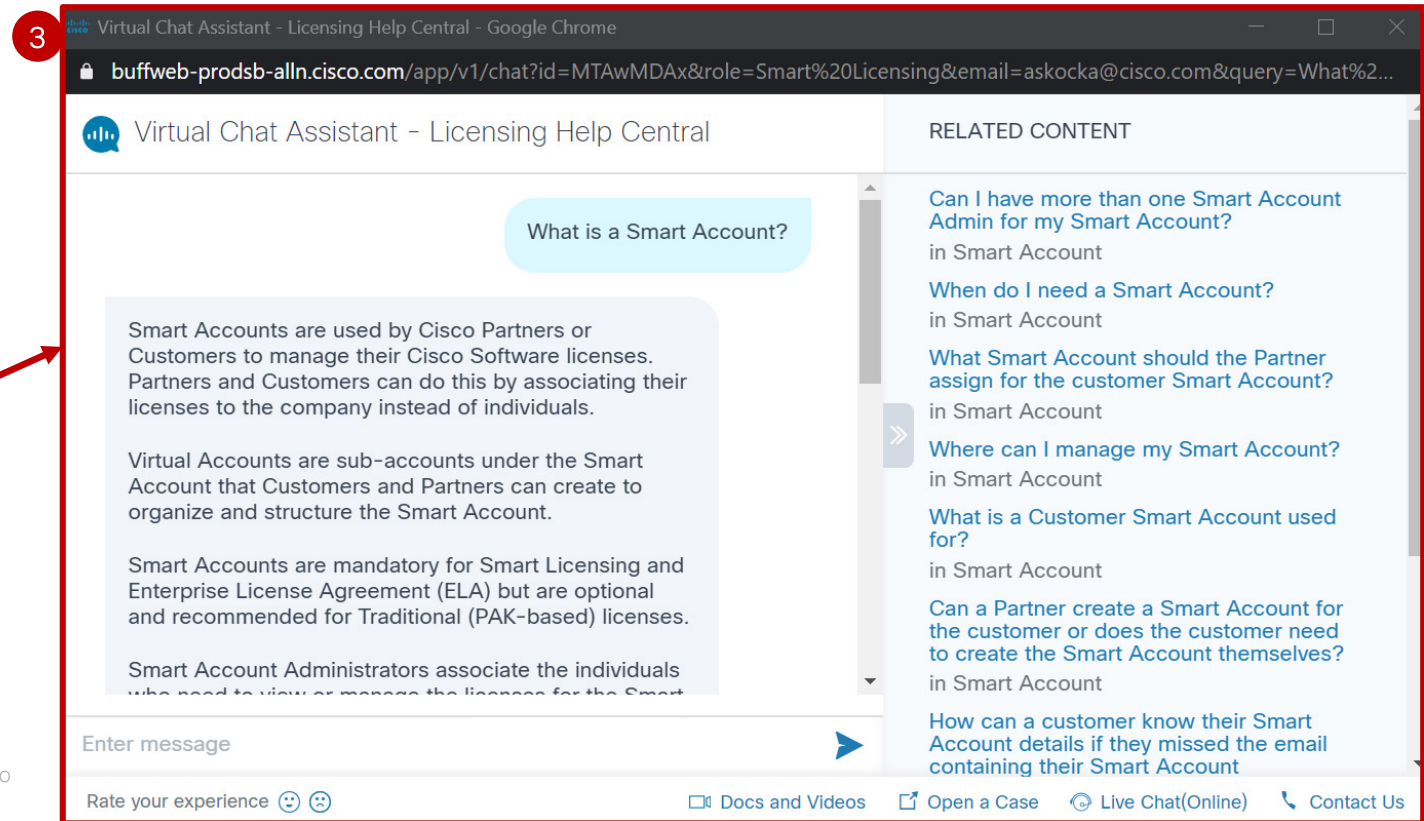
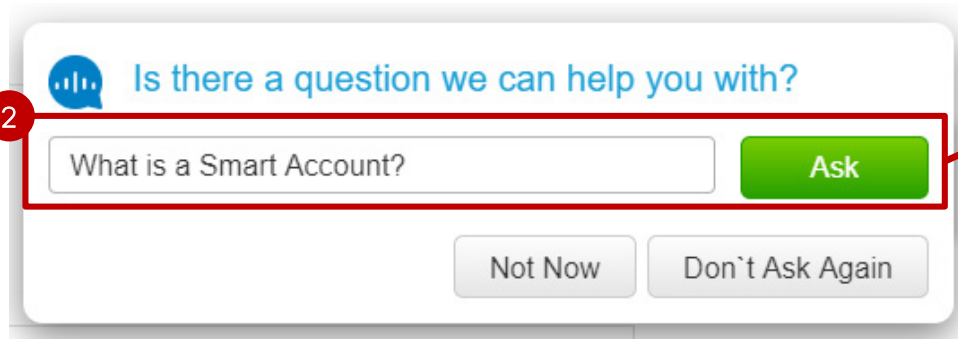
- 1 Si está inactivo durante 30 segundos después de iniciar sesión en Smart Software Manager, aparecerá una ventana emergente en la que se le solicitará que realice una pregunta mediante el asistente de chat virtual (VCA). Puede hacer una pregunta o seleccionar **Ahora no** o **No volver a preguntar**.

The screenshot displays the Cisco Smart Software Licensing (SSM) interface. At the top, it shows the breadcrumb 'Cisco Software Central > Smart Software Licensing' and the account name 'Cisco Demo Customer Smart Account'. Below this, there are navigation tabs for 'Alerts', 'Inventory', 'Convert to Smart Licensing', 'Reports', 'Preferences', 'On-Prem Accounts', and 'Activity'. The main content area is titled 'Smart Software Licensing' and includes a 'Virtual Account: 1_EMEAR Demo' dropdown. There are several tabs: 'General', 'Licenses', 'Product Instances', and 'Event Log'. The 'Licenses' tab is active, showing a table of license information. A chat assistant popup is overlaid on the right side of the screen, containing the text 'Is there a question we can help you with?', a text input field with the placeholder 'Type your question here', and three buttons: 'Ask', 'Not Now', and 'Don't Ask Again'. A red circle with the number '1' is placed above the chat assistant popup.

License	Billing	Purchased	In Use	Balance	Alerts	Actions
ASR 1000 FoundationSuiteK9 NPE Entitlement	Prepaid	0	1	-1	Insufficient Licenses	Actions
ASR1000-HX Built-In 10GE 2-port License	Prepaid	1	0	+1		Actions
ASR1000-HX Built-In 1GE 2-port License	Prepaid	1	0	+1		Actions
C9300 DNA Advantage	Prepaid	2	0	+2		Actions

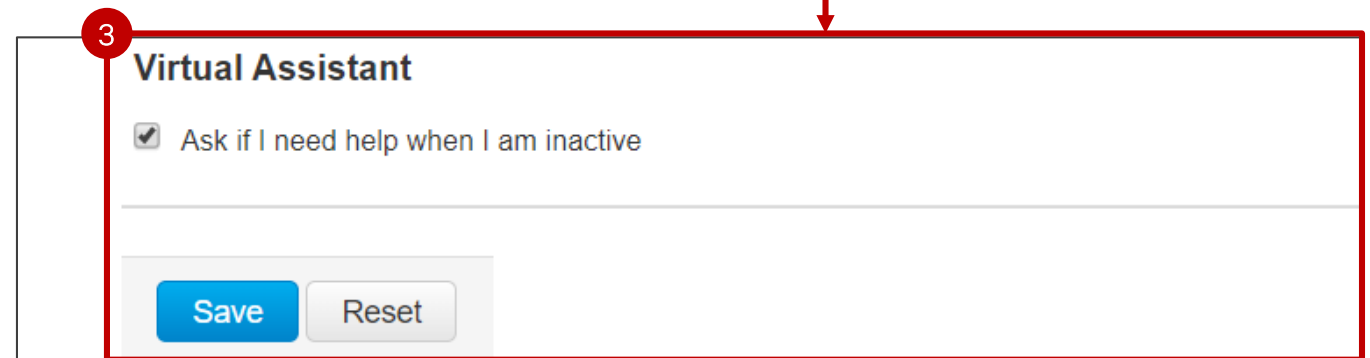
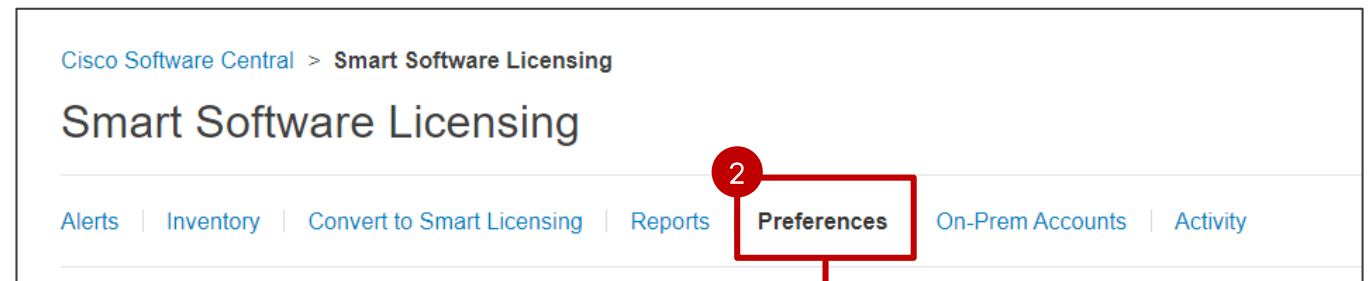
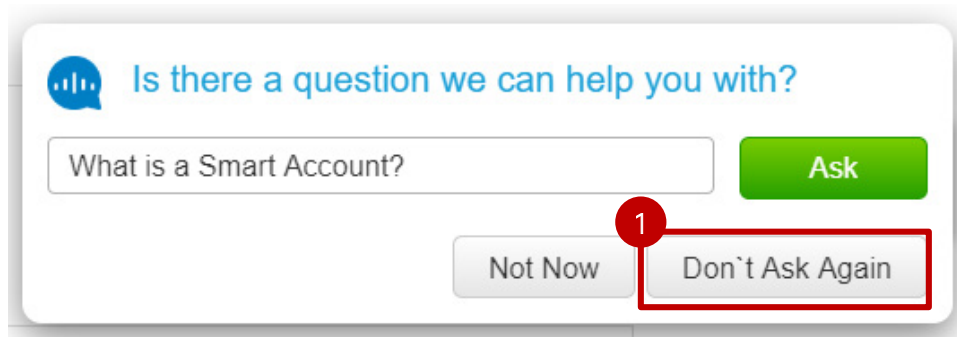
Asistente de chat virtual en SSM

- 2 Si necesita ayuda, puede realizar una pregunta (p. ej., “¿Qué es una Smart Account?”) y hacer clic en Preguntar.
- 3 Se abrirá la página emergente Central de ayuda sobre licencias, en la que se responderá a su pregunta y se le facilitará contenido relacionado. También puede introducir un nuevo mensaje (escribir una pregunta), valorar su experiencia, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.




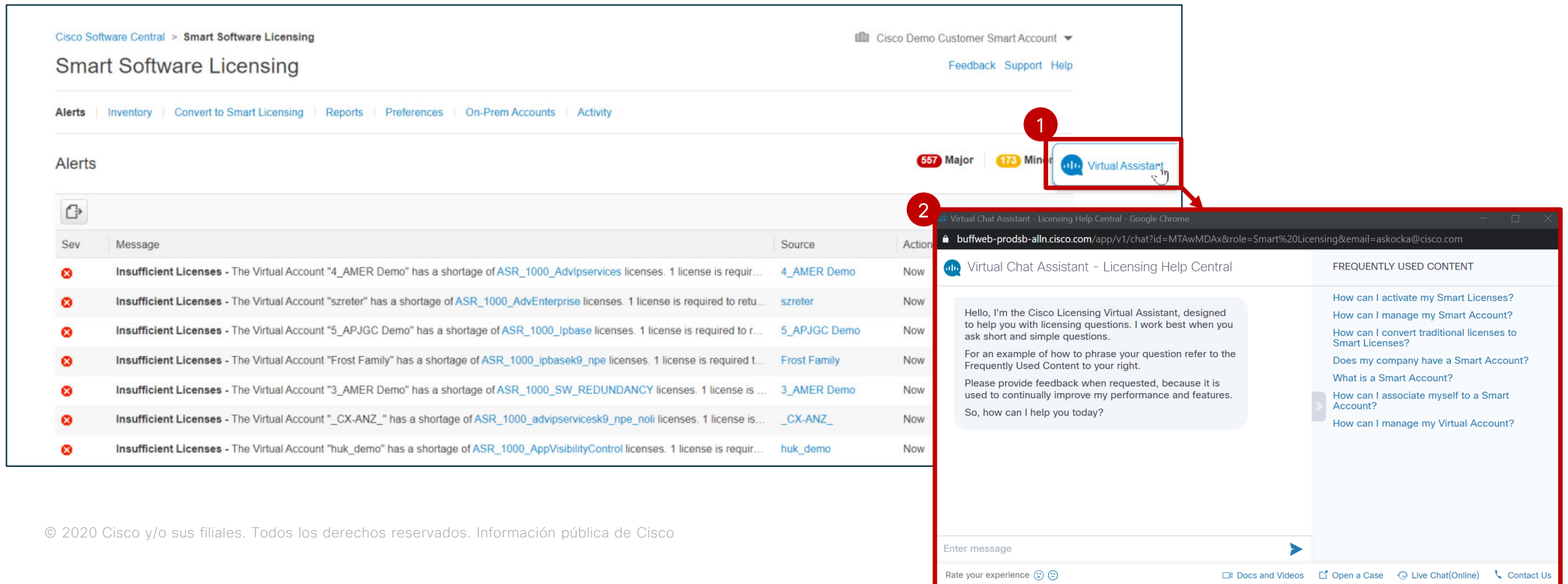
Asistente de chat virtual en SSM

- 1 Si hace clic en No volver a preguntar, el asistente de chat virtual ya no aparecerá en SSM.
- 2 Puede ir a la pestaña Preferencias para cambiar esta configuración y volver a ver la opción del asistente de chat virtual.
- 3 En Asistente virtual, seleccione Preguntar si necesito ayuda cuando esté inactivo y Guardar



Asistente de chat virtual en SSM

- 1 Mientras trabaja en SSM, también puede hacer clic en el icono del VCA  para abrir el asistente virtual.
- 2 Aparecerá la página Central de ayuda sobre licencias y podrá introducir un nuevo mensaje (escribir una pregunta), valorar su experiencia, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.



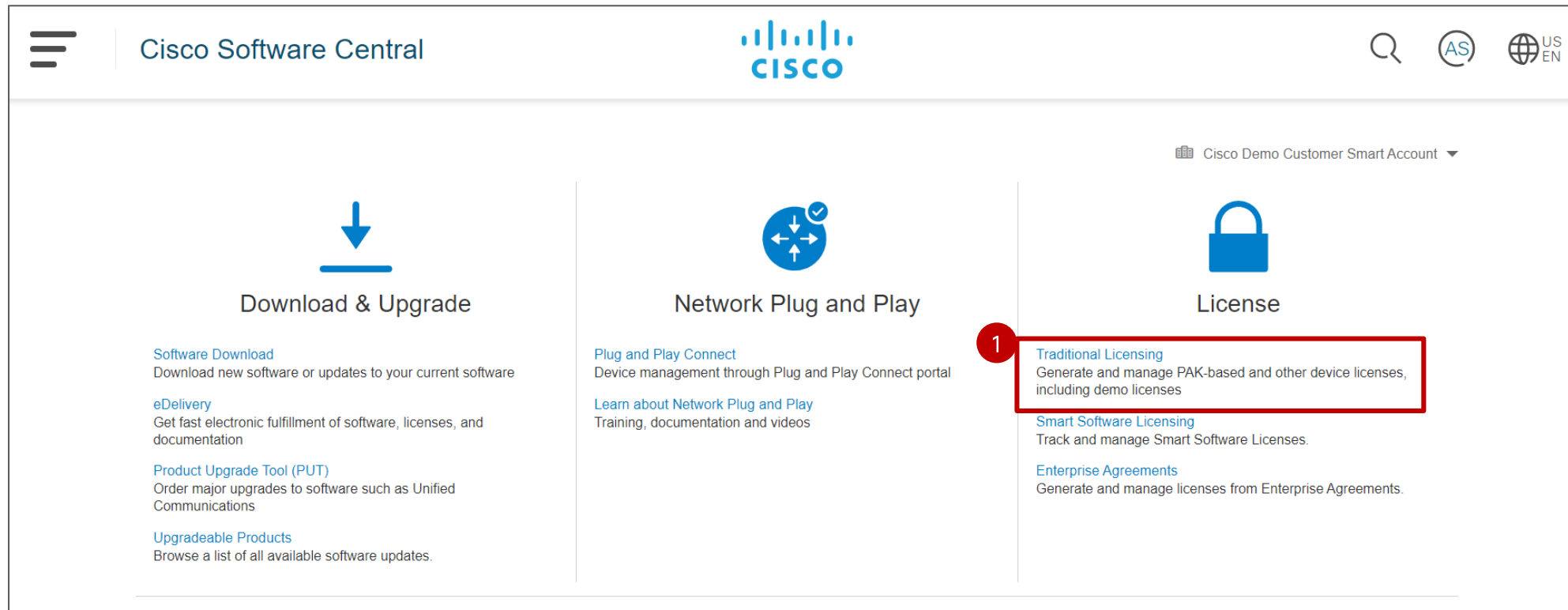
The screenshot shows the Cisco Smart Software Licensing interface. The top navigation bar includes "Cisco Software Central > Smart Software Licensing" and "Cisco Demo Customer Smart Account". Below this, there are tabs for "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "On-Prem Accounts", and "Activity". The "Alerts" section is active, displaying a table of license shortage alerts. A red box highlights the "Virtual Assistant" icon in the top right corner of the alerts section, with a red circle and the number "1" next to it. A red arrow points from this icon to a second red box that highlights the "Virtual Chat Assistant - Licensing Help Central" chat window. This window is titled "Virtual Chat Assistant - Licensing Help Central" and contains a message from the assistant: "Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions. For an example of how to phrase your question refer to the Frequently Used Content to your right. Please provide feedback when requested, because it is used to continually improve my performance and features. So, how can I help you today?". The chat window also features a "FREQUENTLY USED CONTENT" sidebar with several questions and answers. At the bottom of the chat window, there is an "Enter message" input field and a "Rate your experience" button. The URL in the browser's address bar is "buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Licensing&email=askocka@cisco.com".

Sev	Message	Source	Action
✖	Insufficient Licenses - The Virtual Account "4_AMER Demo" has a shortage of ASR_1000_Advlpervices licenses. 1 license is requir...	4_AMER Demo	Now
✖	Insufficient Licenses - The Virtual Account "szreter" has a shortage of ASR_1000_AdvEnterprise licenses. 1 license is required to retu...	szreter	Now
✖	Insufficient Licenses - The Virtual Account "5_APJGC Demo" has a shortage of ASR_1000_ipbase licenses. 1 license is required to r...	5_APJGC Demo	Now
✖	Insufficient Licenses - The Virtual Account "Frost Family" has a shortage of ASR_1000_ipbasek9_npe licenses. 1 license is required t...	Frost Family	Now
✖	Insufficient Licenses - The Virtual Account "3_AMER Demo" has a shortage of ASR_1000_SW_REDUNDANCY licenses. 1 license is ...	3_AMER Demo	Now
✖	Insufficient Licenses - The Virtual Account "_CX-ANZ_" has a shortage of ASR_1000_advlpervicesk9_npe_noli licenses. 1 license is ...	_CX-ANZ_	Now
✖	Insufficient Licenses - The Virtual Account "huk_demo" has a shortage of ASR_1000_AppVisibilityControl licenses. 1 license is requir...	huk_demo	Now

Asistente de chat virtual en LRP

Asistente de chat virtual en LRP

- 1 En [Cisco Software Central](#), vaya a la sección Licencia y haga clic en **Licencias tradicionales**.



The screenshot displays the Cisco Software Central dashboard. At the top, there is a navigation bar with the Cisco logo, a search icon, and a language selector (AS, US, EN). Below the navigation bar, the main content area is divided into three columns. The first column is titled 'Download & Upgrade' and contains links for 'Software Download', 'eDelivery', 'Product Upgrade Tool (PUT)', and 'Upgradeable Products'. The second column is titled 'Network Plug and Play' and contains links for 'Plug and Play Connect' and 'Learn about Network Plug and Play'. The third column is titled 'License' and contains links for 'Traditional Licensing', 'Smart Software Licensing', and 'Enterprise Agreements'. A red box highlights the 'Traditional Licensing' link, and a red circle with the number '1' is placed next to it.

Cisco Software Central

Download & Upgrade

Network Plug and Play



License

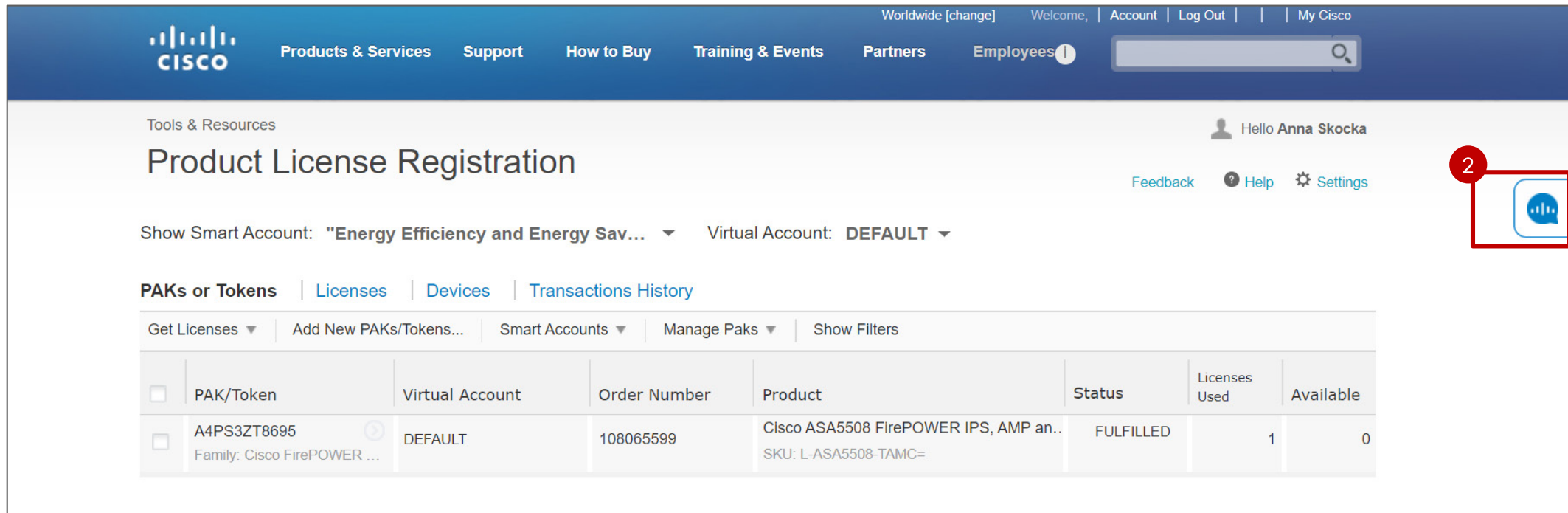
Traditional Licensing
Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing
Track and manage Smart Software Licenses.

Enterprise Agreements
Generate and manage licenses from Enterprise Agreements.

Asistente de chat virtual en LRP

- 2 En la página Registro de licencias de productos, el asistente de chat virtual aparecerá como un icono azul  en la esquina superior derecha del portal de registro de licencias (LRP). Haga clic en el icono azul  para abrir el asistente de chat virtual.



Worldwide [change] | Welcome, | Account | Log Out | | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners | Employees

Tools & Resources | Hello Anna Skocka

Product License Registration

Feedback | Help | Settings

Show Smart Account: "Energy Efficiency and Energy Sav..." | Virtual Account: DEFAULT

PAKs or Tokens | Licenses | Devices | Transactions History

Get Licenses | Add New PAKs/Tokens... | Smart Accounts | Manage Paks | Show Filters

<input type="checkbox"/>	PAK/Token	Virtual Account	Order Number	Product	Status	Licenses Used	Available
<input type="checkbox"/>	A4PS3ZT8695 Family: Cisco FirePOWER ...	DEFAULT	108065599	Cisco ASA5508 FirePOWER IPS, AMP an.. SKU: L-ASA5508-TAMC=	FULFILLED	1	0

Asistente de chat virtual en LRP

- 3 La página **Asistente de chat virtual - Central de ayuda sobre licencias** se abrirá en una ventana emergente.
- 3a Puede hacer una pregunta (introducir un mensaje).
- 3b También puede acceder al **contenido de uso frecuente** en el lado derecho.
- 3c Además, puede **valorar su experiencia**, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.

Virtual Chat Assistant - Licensing Help Central

Virtual Chat Assistant - Licensing Help Central

Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions.

For an example of how to phrase your question refer to the Frequently Used Content to your right.

Please provide feedback when requested, because it is used to continually improve my performance and features.

So, how can I help you today?

FREQUENTLY USED CONTENT

- Registering a PAK
- Registering PAK on ASA
- Moving traditional (PAK-based) license between devices
- What is a Smart Account?
- How can I register a PAK on Firepower?
- How can I register a PAK for email and web security?
- Sharing licenses across multiple device

Enter message

Rate your experience

Docs and Videos Open a Case Live Chat(Online) Contact Us

Licenses Used	Available
1	0

Asistente de chat virtual en LRP

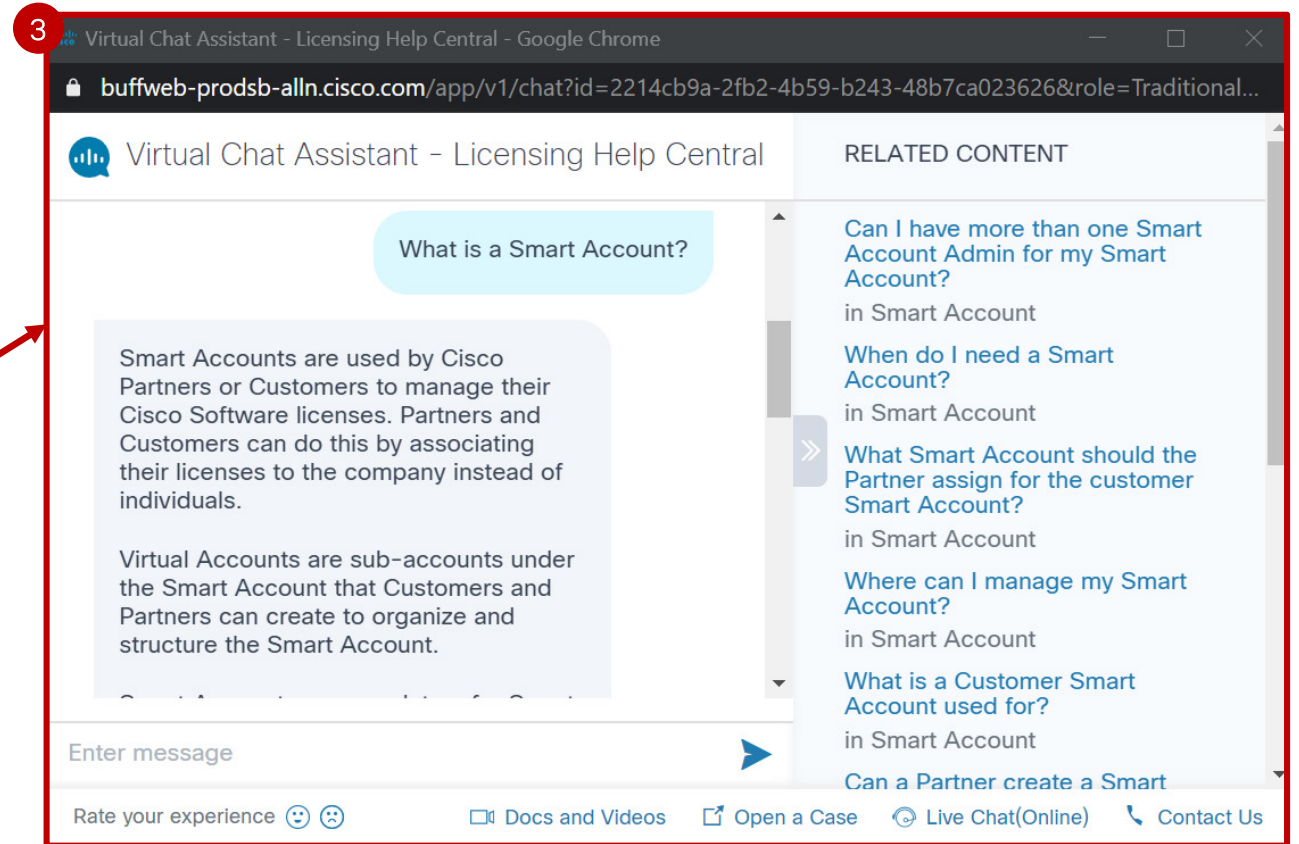
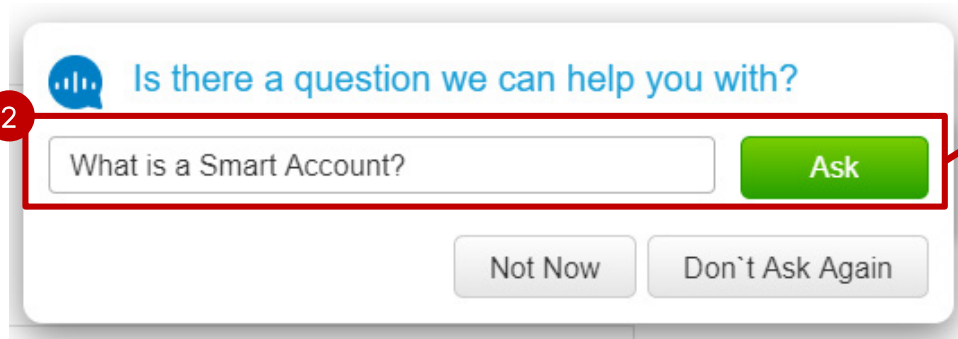
- 1 Si está inactivo durante 30 segundos después de iniciar sesión en el portal de registro de licencias, aparecerá una ventana emergente en la que se le solicitará que realice una pregunta a través del asistente de chat virtual (VCA). Puede hacer una pregunta o seleccionar **Ahora no** o **No volver a preguntar**.

The screenshot shows the Cisco Product License Registration portal. The top navigation bar includes the Cisco logo, menu items like 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees', and a search bar. The main content area is titled 'Product License Registration' and shows account information: 'Show Smart Account: "Energy Efficiency and Energy Sav...' and 'Virtual Account: DEFAULT'. Below this are tabs for 'PAKs or Tokens', 'Licenses', 'Devices', and 'Transactions History'. A table lists license details, including PAK/Token, Virtual Account, Order Number, Product, Status, Licenses Used, and Available. A red box highlights a chat assistant popup with the text 'Is there a question we can help you with?' and input fields for 'What is a Smart Account?', 'Ask', 'Not Now', and 'Don't Ask Again'.

PAK/Token	Virtual Account	Order Number	Product	Status	Licenses Used	Available
A4PS3ZT8695 Family: Cisco FirePOWER ...	DEFAULT	108065599	Cisco ASA5508 FirePOWER IPS, AMP an... SKU: L-ASA5508-TAMC=	FULFILLED	1	0

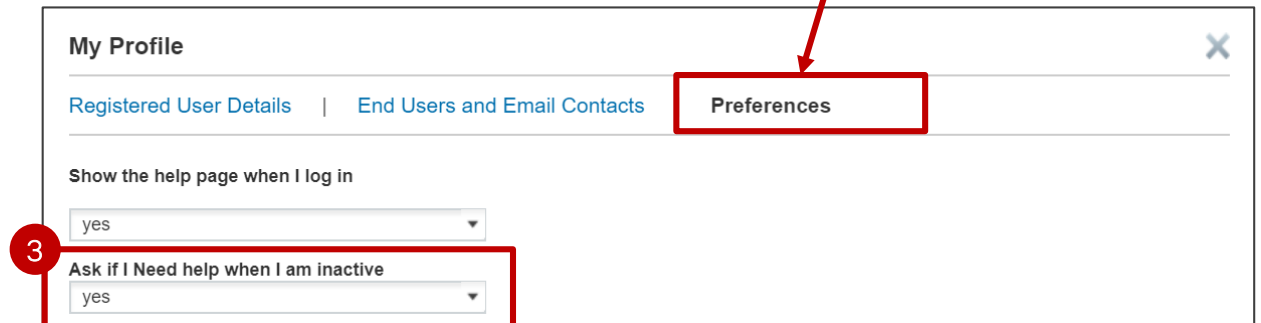
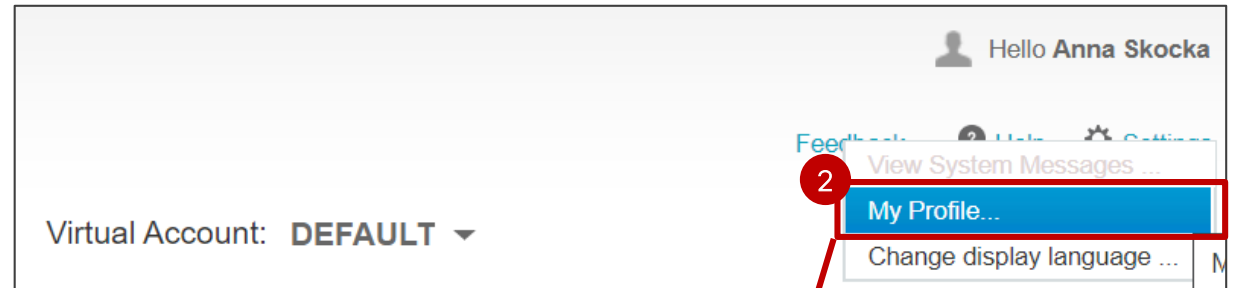
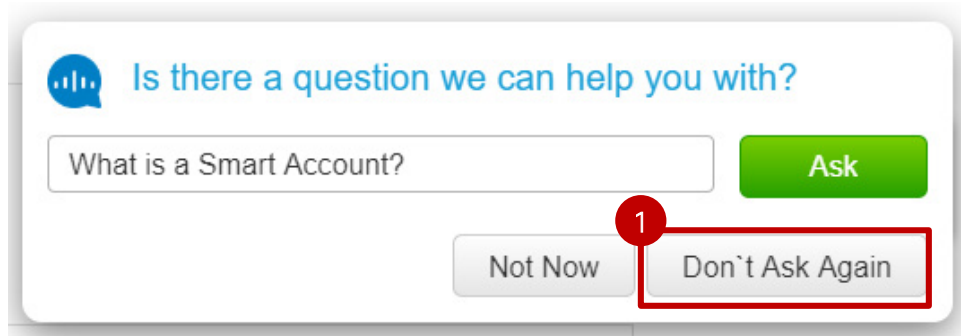
Asistente de chat virtual en LRP

- 2 Si necesita ayuda, puede realizar una pregunta (p. ej., “¿Qué es una Smart Account?”) y hacer clic en Preguntar
- 3 Se abrirá la página emergente Asistente de chat virtual - Central de ayuda sobre licencias, en la que se responderá a su pregunta y se le facilitará contenido relacionado. También puede introducir un nuevo mensaje (hacer una nueva pregunta), valorar su experiencia, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.



Asistente de chat virtual en LRP

- 1 Si hace clic en **No volver a preguntar**, el asistente de chat virtual ya no aparecerá en LRP.
- 2 Puede ir a **Ajustes** → **Mi perfil** para cambiar esta configuración y **volver a ver la opción del asistente de chat virtual**.
- 3 En **Preferencias**, seleccione **Preguntar si necesito ayuda cuando esté inactivo: sí**. Recuerde guardar la configuración.



Asistente de chat virtual en LRP

- 1 Mientras trabaja en LRP, también puede hacer clic en el icono del VCA para abrir el asistente virtual.
- 2 Aparecerá la página Central de ayuda sobre licencias y podrá introducir un nuevo mensaje (escribir una pregunta), valorar su experiencia, ver documentos y vídeos, abrir un caso, acceder al chat en vivo o ponerse en contacto con nosotros.

The image shows a screenshot of the Cisco Product License Registration (LRP) interface. The main page is titled "Product License Registration" and includes a navigation bar with "Products & Services", "Support", "How to Buy", "Training & Events", "Partners", and "Employees". A user is logged in as "Hello Anna Skocka". A "Virtual Assistant" icon is highlighted with a red box and a red circle labeled "1".

Below the main page, a "Virtual Chat Assistant - Licensing Help Central" window is overlaid, also highlighted with a red box and a red circle labeled "2". The chat window displays a welcome message from the assistant and a list of frequently used content links.

PAK/Token	Virtual Account	Order Number	Product	Status
<input type="checkbox"/> A4PS3ZT8695 Family: Cisco FirePOWER ...	DEFAULT	108065599	Cisco ASA5508 FirePOWER IPS, AMP an... SKU: L-ASA5508-TAMC=	FULFI

FREQUENTLY USED CONTENT

- How can I activate my Smart Licenses?
- How can I manage my Smart Account?
- How can I convert traditional licenses to Smart Licenses?
- Does my company have a Smart Account?
- What is a Smart Account?
- How can I associate myself to a Smart Account?
- How can I manage my Virtual Account?

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Historial de versiones (febrero de 2020)

Diapositiva n.º	Detalles	Versión
14, 15, 16, 17, 18, 19	Nuevo diseño del asistente de chat virtual en LRP	14 de febrero de 2020
7, 8, 9	Actualizaciones en el asistente de chat virtual en SSM	14 de febrero de 2020