



虚拟聊天助理

许可门户

注意：本演示文稿中的屏幕截图可能与实际工具的画面略有不同

虚拟聊天助理

- 虚拟聊天助理 (VCA) 是一款面向客户的应用，在使用该应用时，您可以即时与专家系统交互，为您的问题寻求解答。
- 本演示文稿介绍如何在许可门户中使用 VCA。



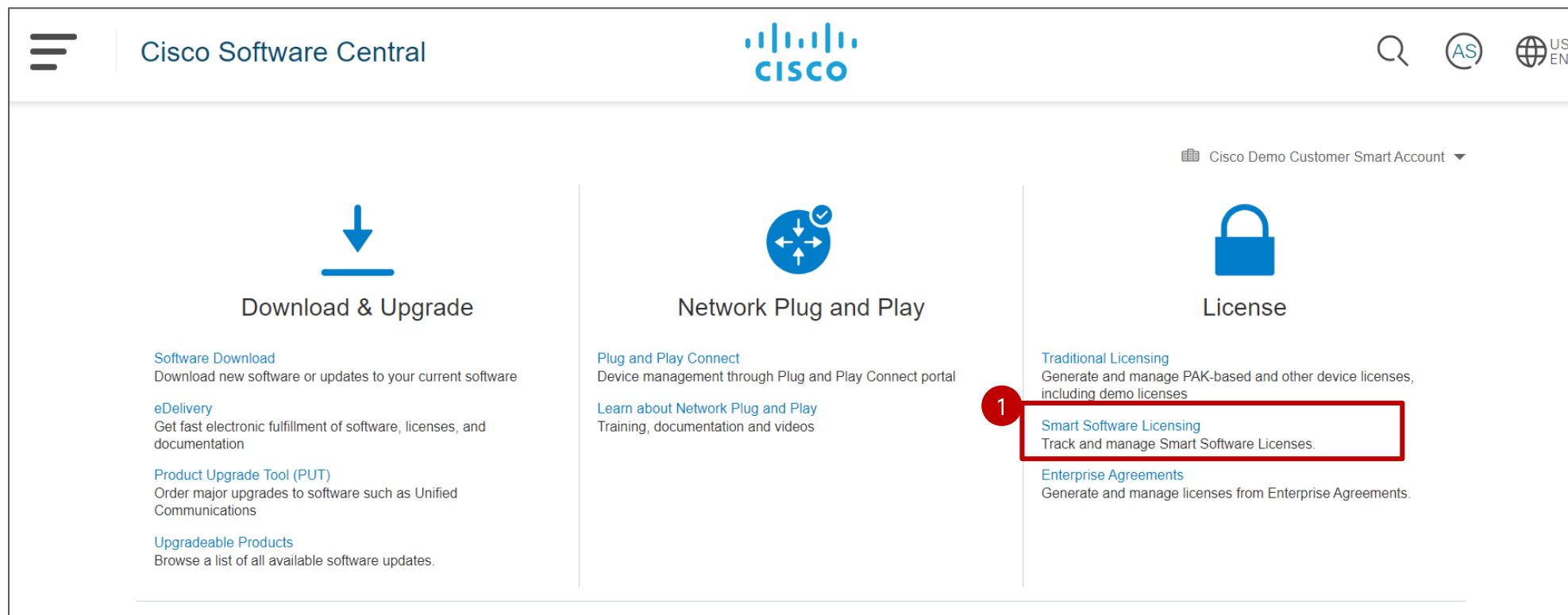
主题

- 1 [在 SSM（智能软件管理器）中使用虚拟聊天助理](#)
- 2 [在 LRP（许可证注册门户）中使用虚拟聊天助理](#)

在 SSM 中使用虚拟聊天助理

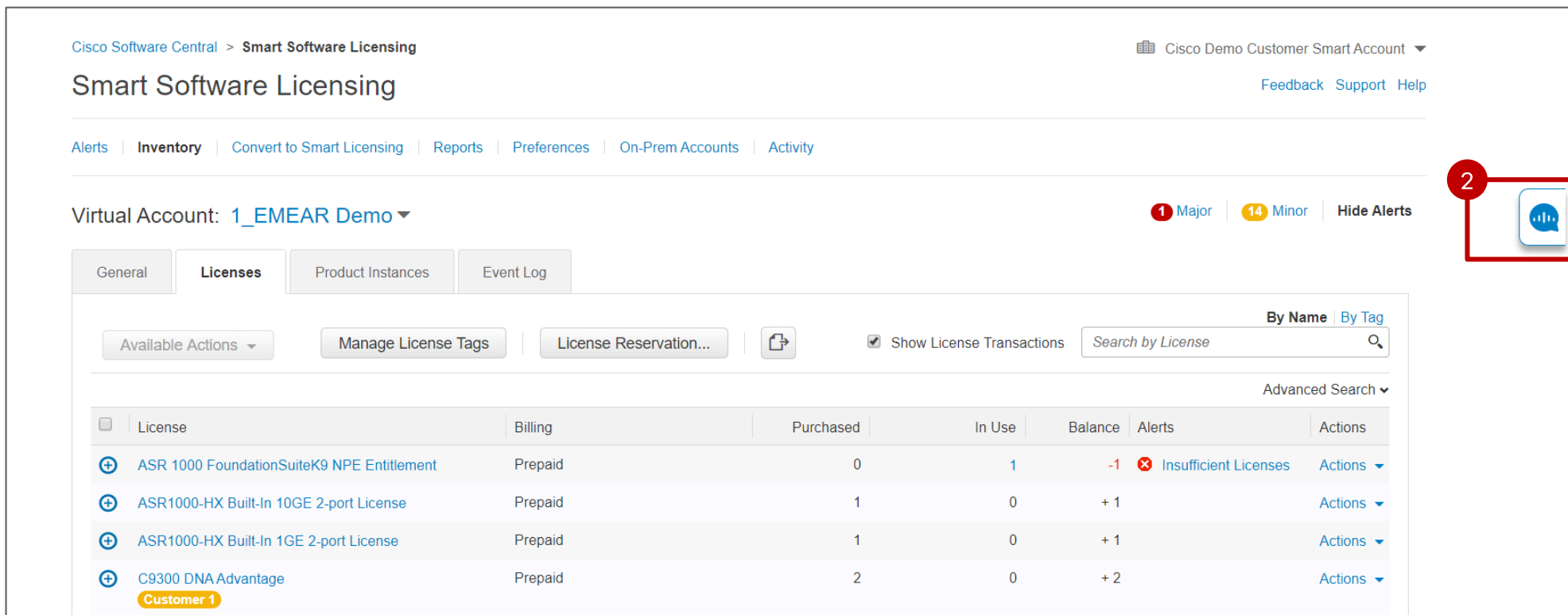
在 SSM 中使用虚拟聊天助理

- 1 在[思科软件中心](#)中，转到许可部分，然后点击智能软件许可。



在 SSM 中使用虚拟聊天助理

- 2 虚拟聊天助理将在智能软件管理器应用的右上角以蓝色图标显示 。点击蓝色图标  打开虚拟聊天助理。

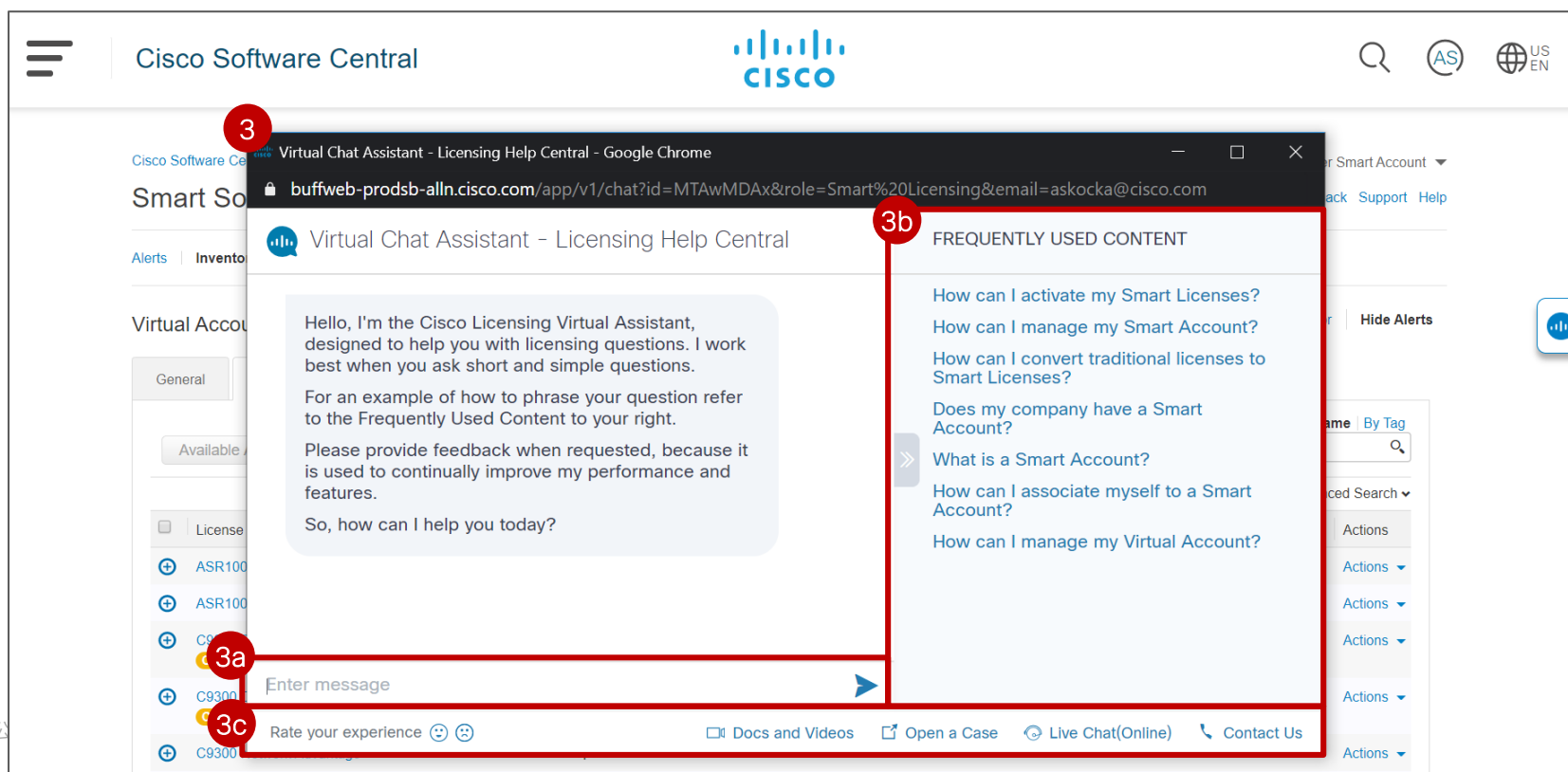


The screenshot displays the Cisco Smart Software Licensing (SSM) interface. At the top right, there is a navigation bar with the account name "Cisco Demo Customer Smart Account" and links for "Feedback", "Support", and "Help". Below this, a navigation menu includes "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "On-Prem Accounts", and "Activity". The main content area shows the "Virtual Account: 1_EMEAR Demo" and a summary of alerts: "1 Major" and "14 Minor". A "Hide Alerts" button is also present. On the right side of the interface, a blue chat icon is highlighted with a red box and the number "2". Below the navigation and summary, there are tabs for "General", "Licenses", "Product Instances", and "Event Log". The "Licenses" tab is active, showing a table of licenses with columns for License, Billing, Purchased, In Use, Balance, Alerts, and Actions. The table contains four rows of license data.

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 Customer 1	Prepaid	2	0	+2		Actions

在 SSM 中使用虚拟聊天助理

- 3 系统将以弹出窗口的形式打开虚拟聊天助理 - 许可帮助中心页面。
 - 3a 您可以提出问题（输入消息）。
 - 3b 您还可以访问右侧的常用内容。
 - 3c 此外，您还可以执行以下操作：评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。



在 SSM 中使用虚拟聊天助理

- 1 如果您在登录智能软件管理器后 30 秒内无操作，系统将弹出一个窗口，提示您通过虚拟聊天助理 (VCA) 提出问题。您可以提出问题，还可以选择下次再说或不再询问。

The screenshot displays the Cisco Smart Software Licensing (SSM) web interface. At the top, it shows the navigation path "Cisco Software Central > Smart Software Licensing" and the account name "Cisco Demo Customer Smart Account". The main heading is "Smart Software Licensing", with sub-navigation links for "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "On-Prem Accounts", and "Activity". Below this, the "Virtual Account" is identified as "1_EMEAR Demo".

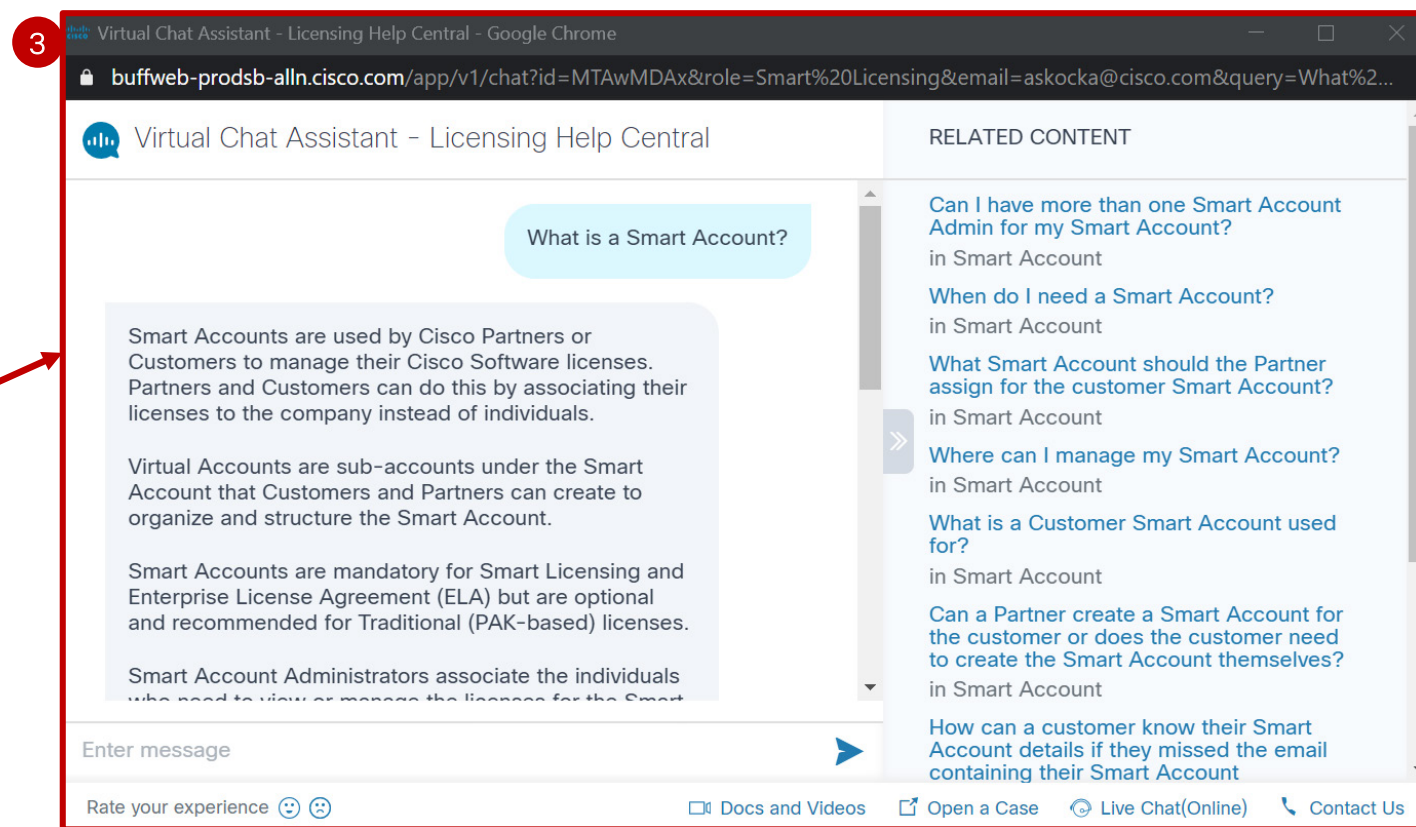
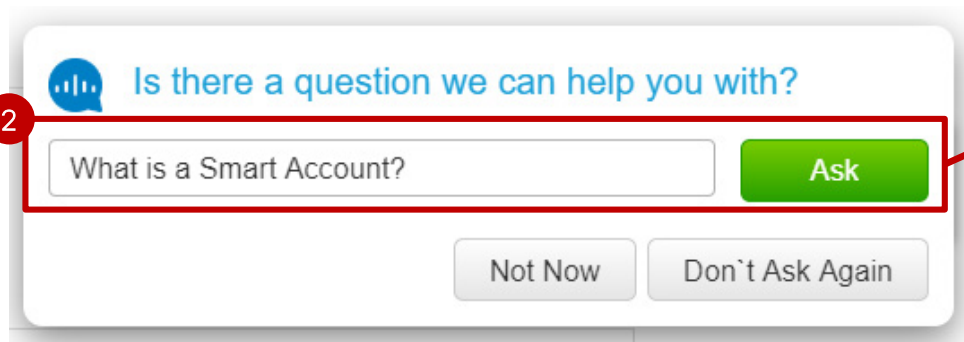
The interface features several tabs: "General", "Licenses", "Product Instances", and "Event Log". The "Licenses" tab is active, showing a table of license details. Above the table, there are buttons for "Available Actions", "Manage License Tags", and "License Reservation...", along with a search bar and a "Show License Transactions" checkbox.

A red box highlights a virtual chat assistant (VCA) window that has appeared. The window contains the text "Is there a question we can help you with?", a text input field labeled "Type your question here", and three buttons: "Ask", "Not Now", and "Don't Ask Again". A red circle with the number "1" is positioned above the chat window.

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

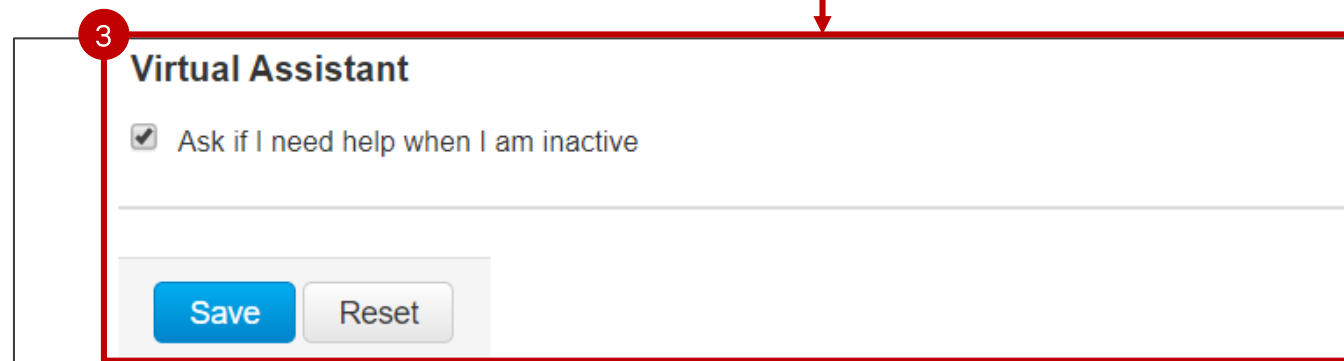
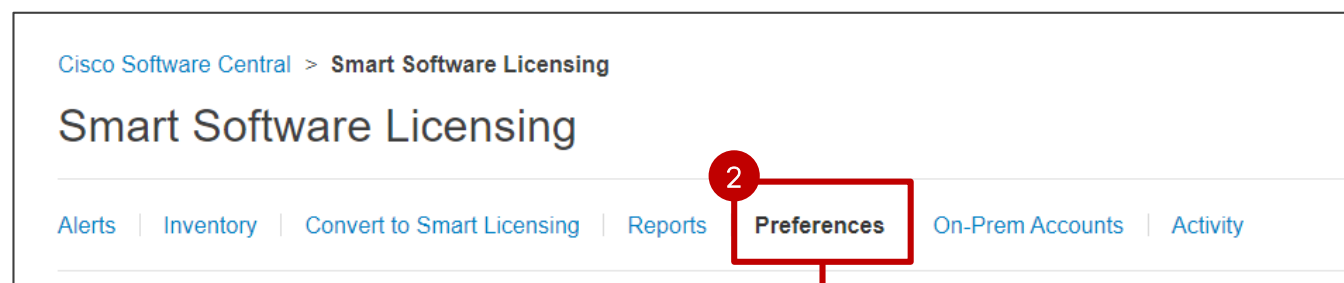
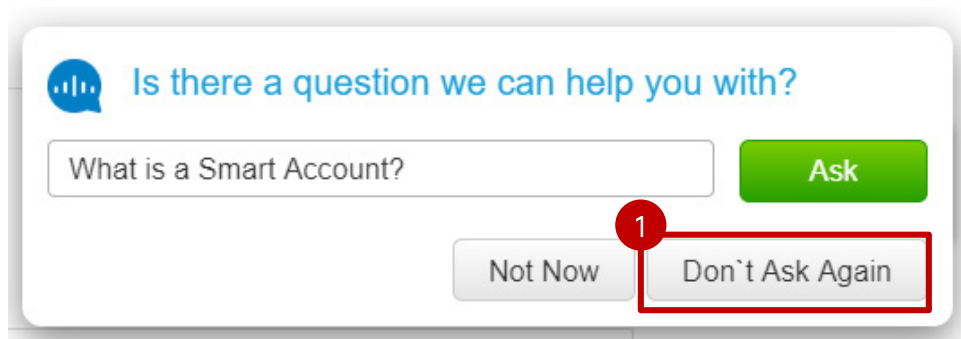
在 SSM 中使用虚拟聊天助理

- 2 如果您需要帮助，可以提出问题（例如“智能账户是什么？”），然后点击询问。
- 3 许可帮助中心弹出窗口页面随即打开，为您提供问题的答案及相关资源。您还可以执行以下操作：输入新消息（键入您的问题）、评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。




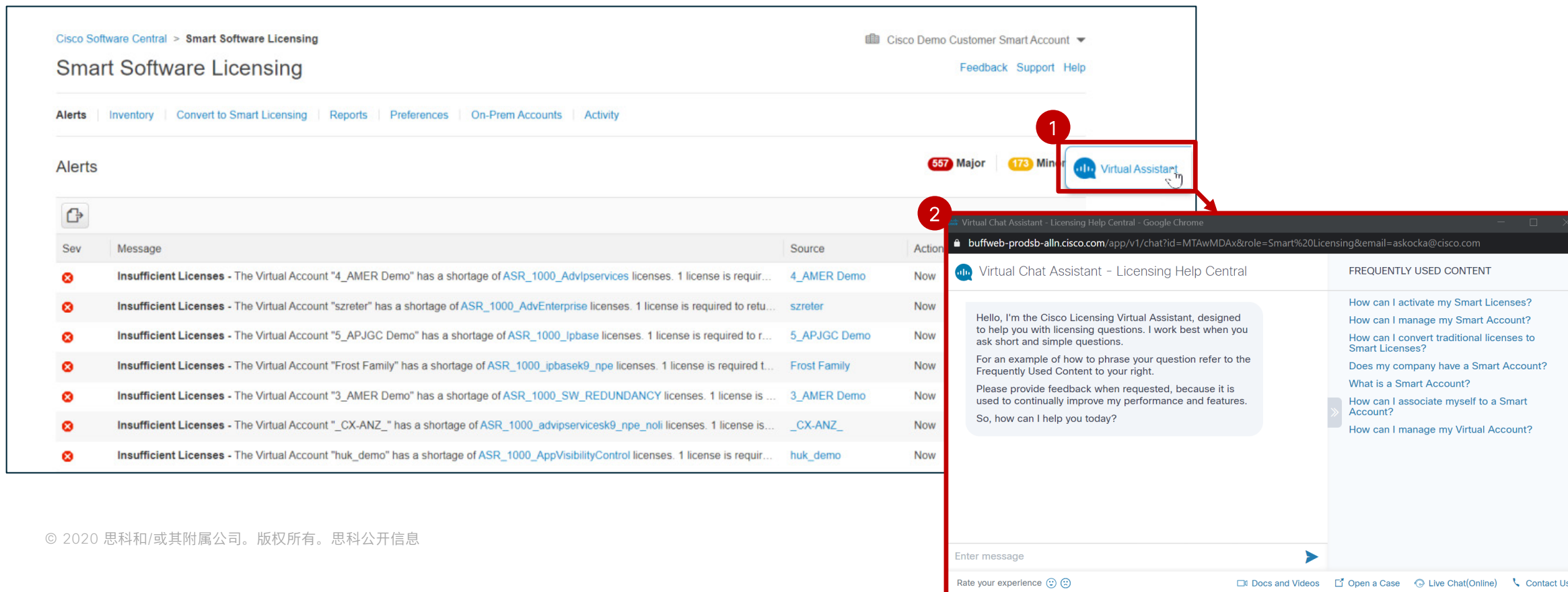
在 SSM 中使用虚拟聊天助理

- 1 如果您点击不再询问，SSM 中将不再显示虚拟聊天助理。
- 2 您可以转到首选项选项卡更改此设置，以便再次看到“虚拟聊天助理”选项。
- 3 在虚拟助理下，选择当我处于非活动状态时询问我是否需要帮助，然后点击保存。



在 SSM 中使用虚拟聊天助理

- 1 在 SSM 中，您可以通过点击 VCA 图标  打开虚拟助理。
- 2 系统随即显示许可帮助中心页面，您可以在其中执行以下操作：输入新消息（键入您的问题）、评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。



The screenshot displays the Cisco Smart Software Licensing (SSM) interface. At the top, it shows the navigation path "Cisco Software Central > Smart Software Licensing" and the user account "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, showing a table of license shortage alerts. A red box labeled "1" highlights the "Virtual Assistant" icon in the top right corner of the alerts section. A second red box labeled "2" highlights the "Virtual Chat Assistant - Licensing Help Central" window that opens in a browser. The chat window shows a welcome message from the assistant and a list of frequently used content on the right side.

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

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

- 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?

Enter message

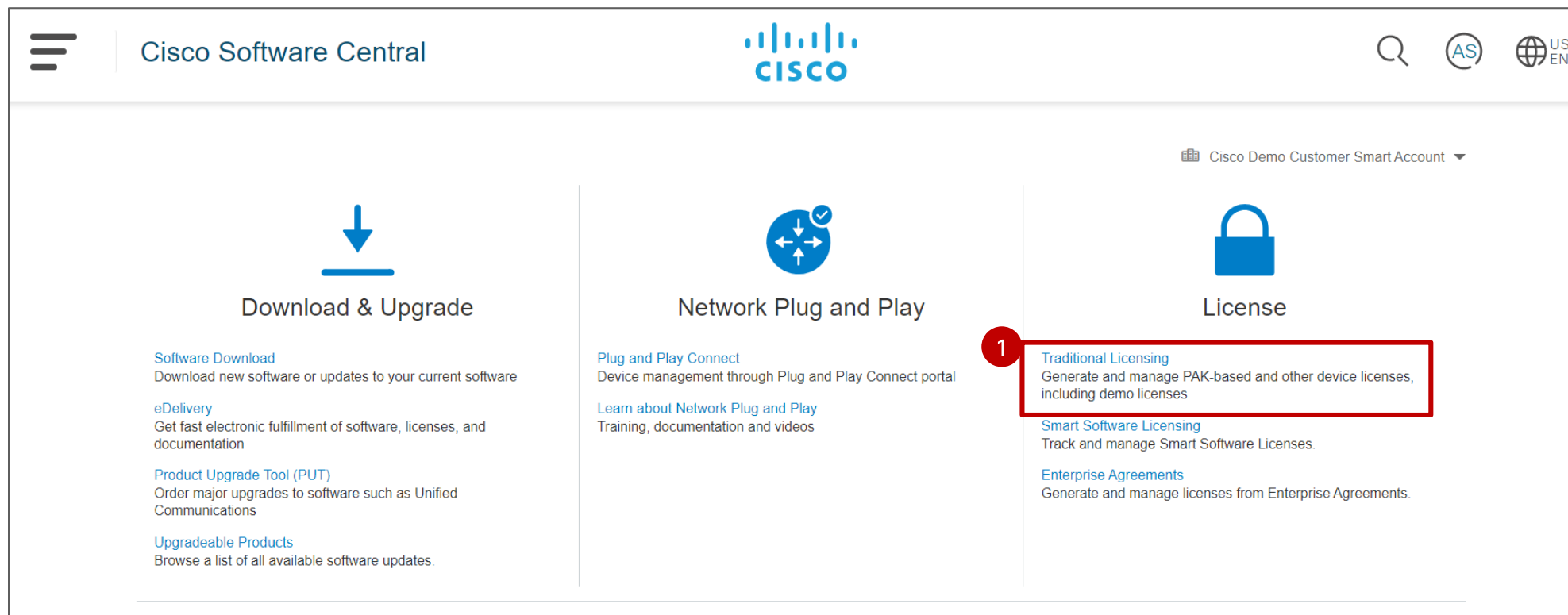
Rate your experience   

[Docs and Videos](#) [Open a Case](#) [Live Chat\(Online\)](#) [Contact Us](#)



在 LRP 中使用虚拟聊天助理

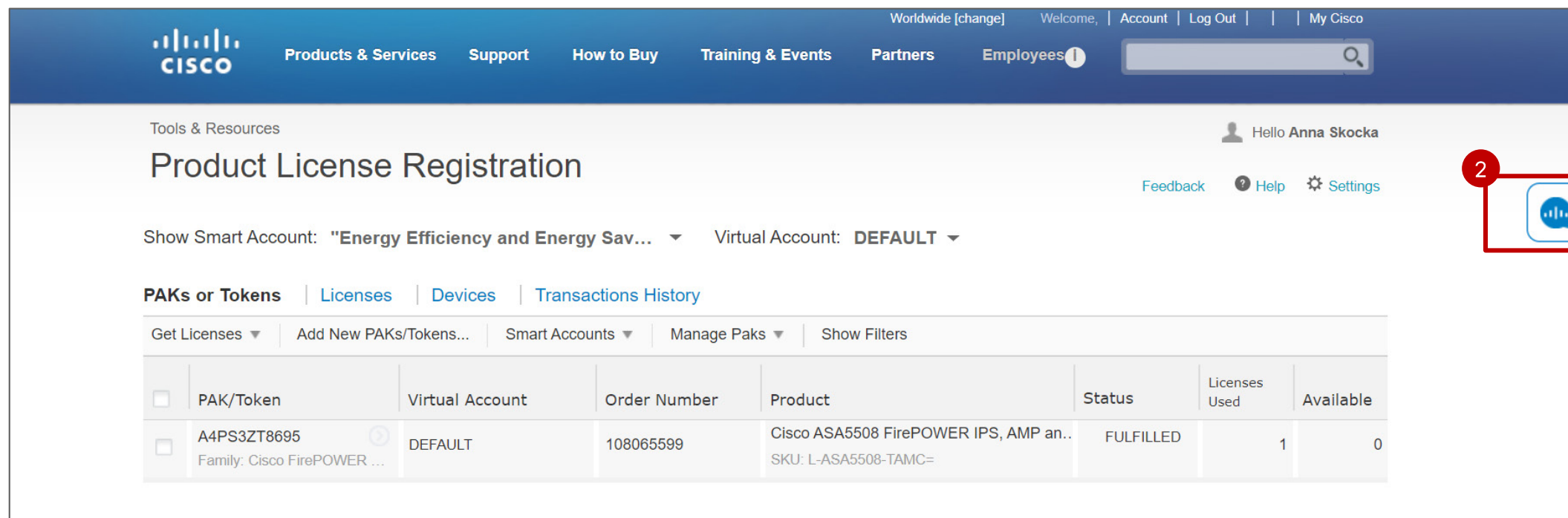
在 LRP 中使用虚拟聊天助理

- 1 在[思科软件中心](#)中，转到许可证部分，然后点击传统许可。



在 LRP 中使用虚拟聊天助理

- 2 在许可证注册门户 (LRP) 的产品许可证注册页面中，虚拟聊天助理将在右上角以蓝色图标显示 。点击蓝色图标  打开虚拟聊天助理。



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

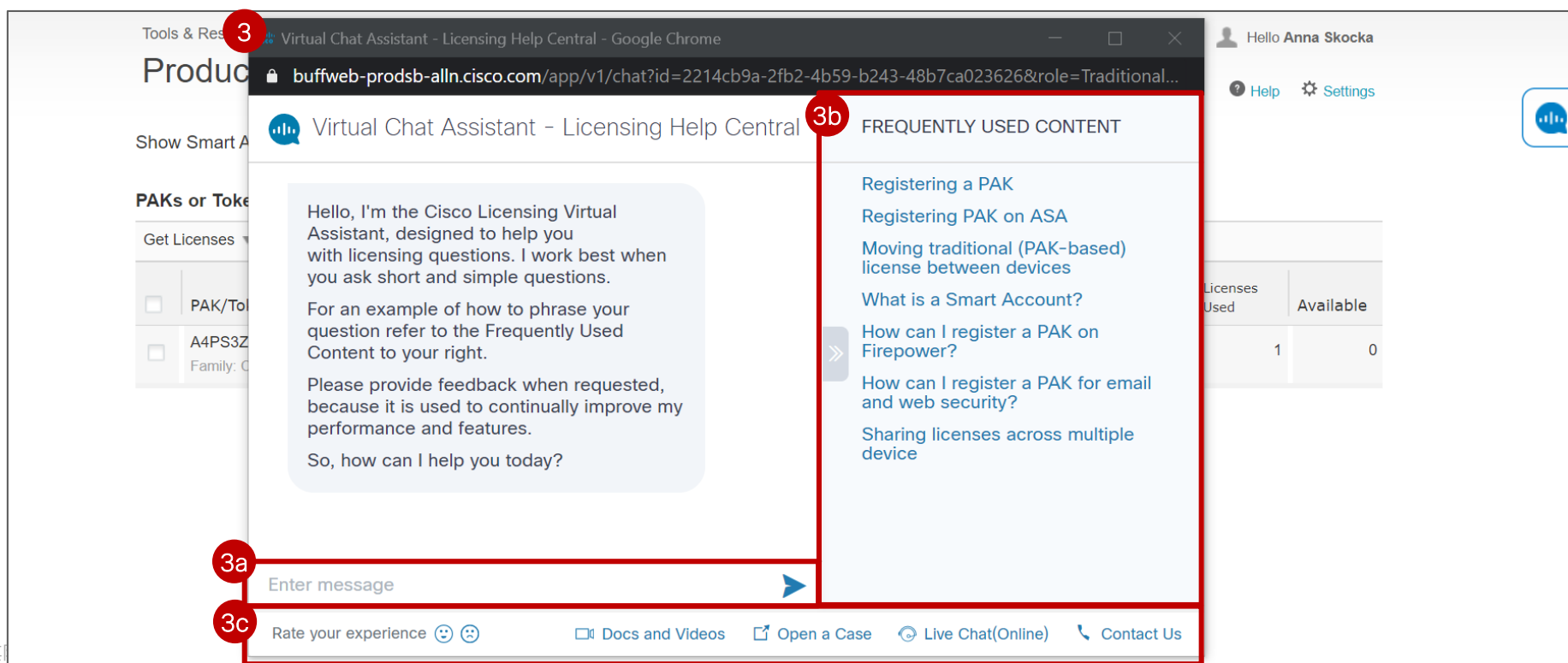
PAKs or Tokens | Licenses | Devices | Transactions History

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

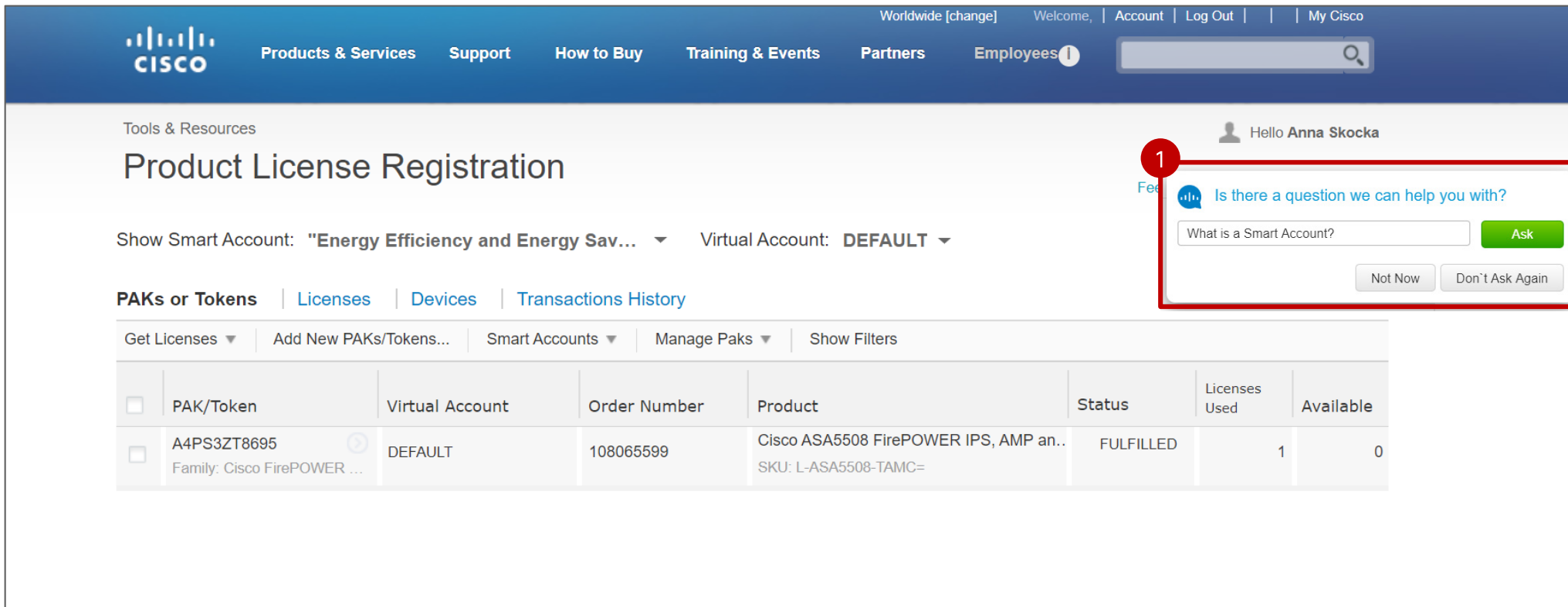
在 LRP 中使用虚拟聊天助理

- 3 系统将以弹出窗口的形式打开虚拟聊天助理 - 许可帮助中心页面。
 - 3a 您可以提出问题（输入消息）。
 - 3b 您还可以访问右侧的常用内容。
 - 3c 此外，您还可以执行以下操作：评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。



在 LRP 中使用虚拟聊天助理

- 1 如果您在登录许可证注册门户后 30 秒内无操作，系统将弹出一个窗口，提示您通过虚拟聊天助理 (VCA) 提出问题。您可以提出问题，还可以选择下次再说或不再询问。

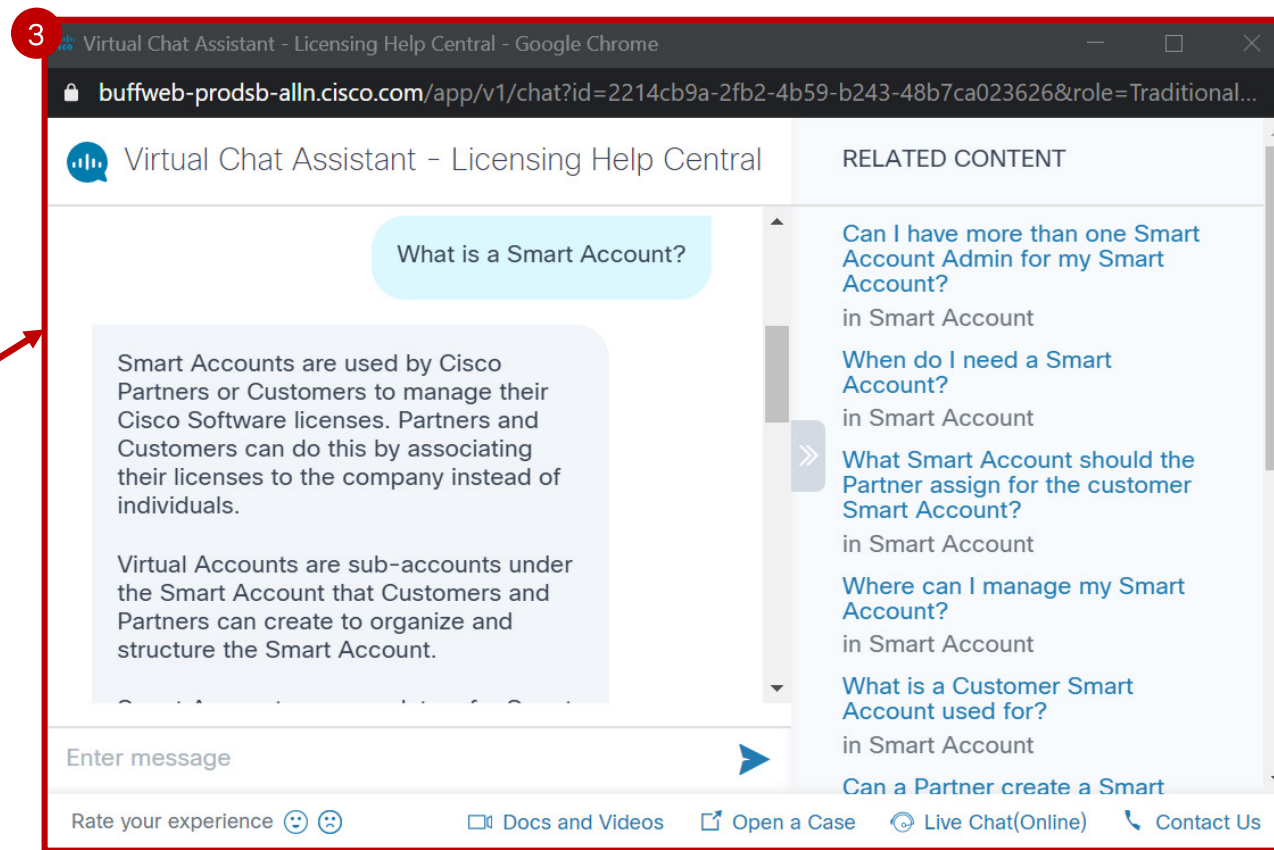
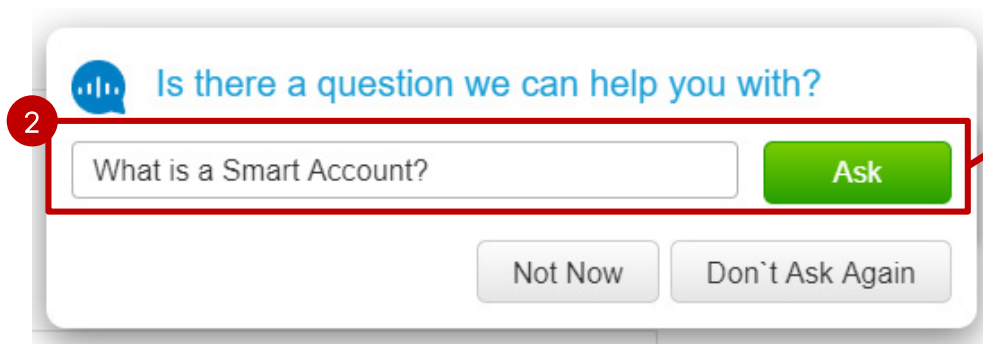


The screenshot displays the Cisco Product License Registration interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. A search bar is also present. Below the navigation bar, the page title is "Product License Registration". The user is logged in as "Hello Anna Skocka". A red circle with the number "1" highlights a chat window that has appeared. The chat window contains the text "Is there a question we can help you with?" and a text input field with the placeholder "What is a Smart Account?". There are three buttons: a green "Ask" button, a grey "Not Now" button, and a grey "Don't Ask Again" button. Below the chat window, there are tabs for "PAKs or Tokens", "Licenses", "Devices", and "Transactions History". The "Licenses" tab is selected. Below the tabs, there are several dropdown menus: "Get Licenses", "Add New PAKs/Tokens...", "Smart Accounts", "Manage Paks", and "Show Filters". A table is displayed below these menus, showing a list of licenses. The table has columns for "PAK/Token", "Virtual Account", "Order Number", "Product", "Status", "Licenses Used", and "Available".

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

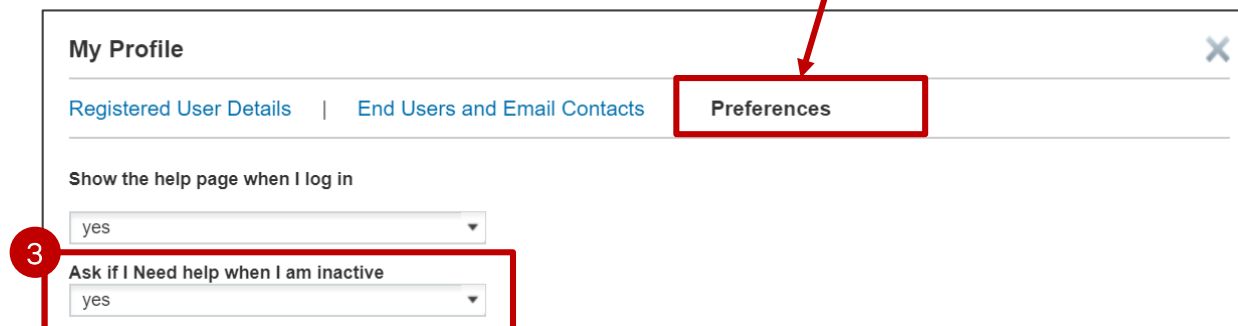
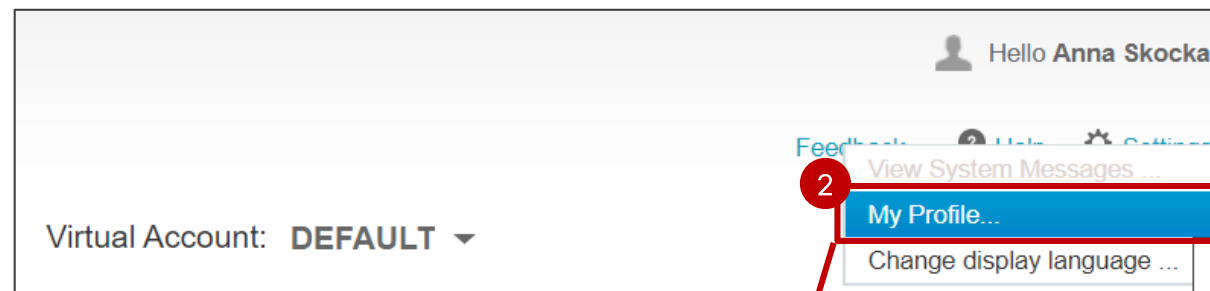
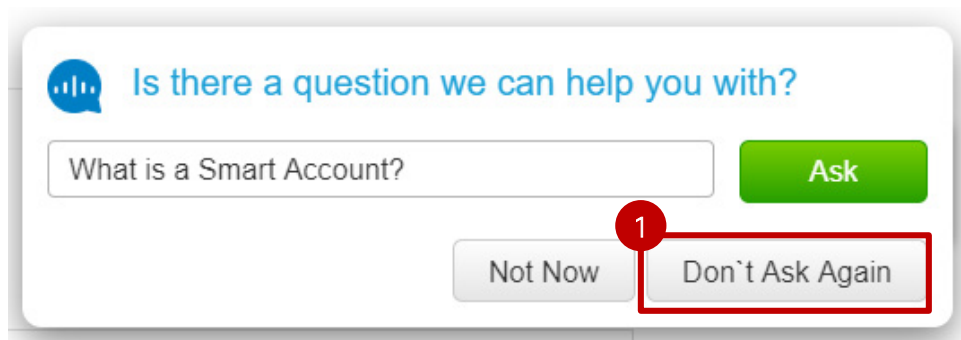
在 LRP 中使用虚拟聊天助理

- 2 如果您需要帮助，可以提出问题（例如“智能账户是什么？”），然后点击询问。
- 3 虚拟聊天助理 - 许可帮助中心弹出窗口页面随即打开，为您提供问题的答案及相关资源。您还可以执行以下操作：输入新消息（提出新问题）、评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。




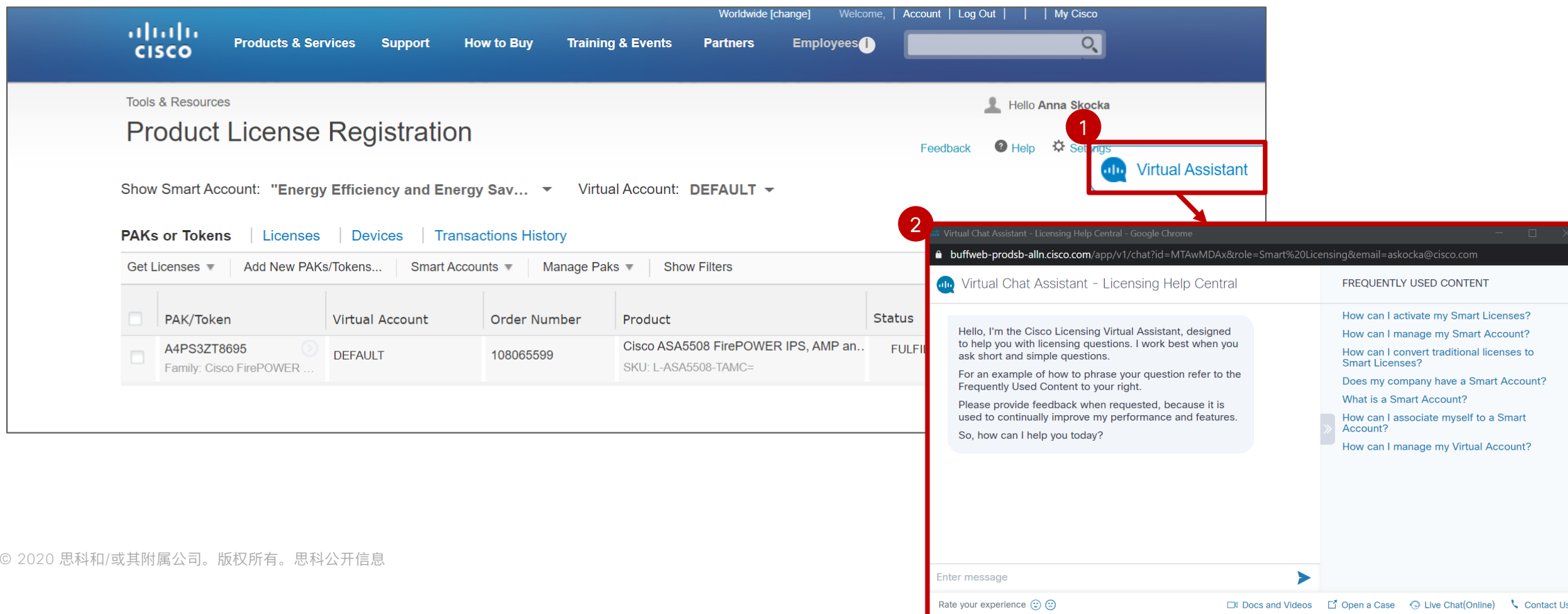
在 LRP 中使用虚拟聊天助理

- 1 如果您点击不再询问，LRP 中将不再显示虚拟聊天助理。
- 2 您可以转到设置 → 我的简档更改此设置，以便再次看到“虚拟聊天助理”选项。
- 3 在首选项下，选择当我处于非活动状态时询问我是否需要帮助：是。请记住保存您的设置。



在 LRP 中使用虚拟聊天助理

- 1 在 LRP 中，您可以通过点击 VCA 图标  打开虚拟助理。
- 2 系统随即显示许可帮助中心页面，您可以在其中执行以下操作：输入新消息（键入您的问题）、评价您的体验、查看文档和视频、提交支持案例、使用在线聊天、联系我们。



The screenshot shows the Cisco Product License Registration (LRP) interface. The main content area displays a table of licenses. A red box highlights the 'Virtual Assistant' icon in the top right corner of the LRP page, with a red circle '1' next to it. A red arrow points from this icon to a separate window showing the Virtual Chat Assistant interface. This window has a red circle '2' next to its title bar. 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

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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?



版本历史记录 (2020 年 2 月)

幻灯片编号	详细信息	版本
14、15、16、 17、18、19	更新 LRP 中的虚拟聊天助理的布局	2020 年 2 月 14 日
7、8、9	更新“在 SSM 中使用虚拟聊天助理”内容	2020 年 2 月 14 日