



Partner Smart Assist Service

Quoting and Ordering
Tip Sheet - Partners

October 2016



This document highlights the quoting and ordering process for Partner Smart Assist. This document is for Cisco internal only. Do not distribute

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Partner Smart Assist Service Overview



Partner Smart Assist

Partner Smart Assist is a new technical services offer sold Tier 1 and Tier 2 partners to help them successfully deliver smart capability services to their customers

Partner Smart Assist Features

Enablement Training

- 1:many remote smart capabilities onboarding knowledge transfer (up to 20 hours)
- Optional: one-on-one, remote personalized coaching for an additional fee (can be purchased stand-alone or for an additional fee with base offer)

IB Reconciliation

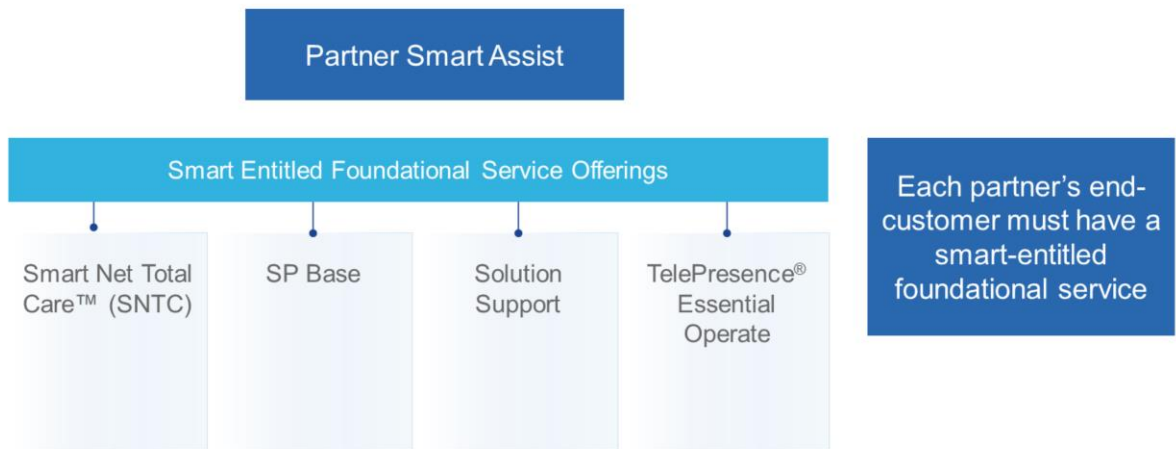
- One annual IB reconciliation delivered to the partner for each end customer
- Optional: Additional IB reconciliation(s) for an additional fee (can be purchased stand-alone or for an additional fee with base offer)

TAC Support

- Technical Assistance Center (TAC) support for complex, level 3 issues related to the portal and collections



Partner Smart Assist Prerequisite



A partner's end customer must have a smart entitled service. Effective July 27, 2015 Smart entitled services include Smart Net Total Care, SP Base, Solution Support, and Telepresence Essential Operate.

Partner Smart Assist Quoting and Ordering Overview

Global Service SKUs

Service SKU	Service SKU Description	Service List Price (in USD)
CON-PNSAS-BASE	Partner Smart Assist Svc	\$4,000
CON-PNSAS-TRN1	Partner Smart Assist Svc One-One-On Coaching	\$1,000
CON-PNSAS-RECON	Partner Smart Assist Svc Additional IB Reconciliation	\$2,000



Any Partner Smart Assist SKU may be purchased individually (CON-PNSAS-BASE is not a requirement for CON-PNSAS-TRN1 or CON-PNSAS-RECON).

Once a Partner Smart Assist SKU is purchased, please review the [Welcome Kit](#) posted on the [Partner Smart Assist Cisco Community](#), which provides information on how to initiate entitlement. (Note, employees and partners need to log on to the Community to view and access documents).



Partner Smart Assist Quoting and Ordering Screen Shots

CCW – Partner Smart Assist Service Under PREM IB SVCS Drop Down Menu Available June 24, 2016

The screenshot shows the Cisco Service Catalog interface. Under the 'PREM IB SVCS' dropdown menu, the following services are listed:

- Smart Assist Service (CSAS)
- Partner Smart Assist Service (PNSAS)
- Asset Management Standard (AMSS)
- Asset Management Premium (AMSP)
- Asset Management Tailored (AMST)

Callouts from the image:

- A callout box points to 'Partner Smart Assist Service (PNSAS)' with the text: "Example: Partner Smart Assist Service (PNSAS)".
- An oval callout points to the 'Partner Smart Assist Service' entry with the text: "Partner Smart Assist Service available June 24, 2016".
- A green box callout at the bottom states: "PREM IB SVCS will contain the Partner Smart Assist Service offering".



CCW – Partner Smart Assist Service PID and SKU Selection

Example PID:
L-PNSAS-BASE=

Example SKU:
CON-PNSAS-BASE

Configuration Set 833052 has been created. Use the 'Change Configuration Set Name' link to modify.

Trade Agreements Act Compliance

Service Preferences

Find Products | Apply Service Options to Multiple Items | Import Saved Configurations | Review Country/Compliance (Show only at this time) | Review BTO Configs (VCS products only)

Add a SKU to Your Configuration Set

Qty:

Hardware, Software, and Services

	Billing Type	Unit List Price*	Qty	Estimated Lead Time (days)**	Estimated List Price
L-PNSAS-BASE= Partner Smart Assist Service		\$1.00	1		\$1.00
CON-PNSAS-BASE Partner Smart Assist Div			1		
Subtotal:					

Unit List Price for items in a bundle have been adjusted to include the bundle discount if applicable
**The Estimated Lead Time for a product may increase once it is fully configured

Configuration Set Total:
Maximum Estimated Lead Time

(All prices shown in USD)



CSCC – Partner Smart Assist Service Level Selection in Drop Down Menu

The screenshot displays the 'Preferences' section of the CSCC interface. It includes several dropdown menus and checkboxes. A red circle labeled '1' highlights the dropdown arrow for 'Hardware Service Level'. Another red circle labeled '2' highlights the dropdown arrow for 'Software Service Level', which is currently set to 'PNSAS - PARTNER SMART ASSIST (NO HW RPL)'. A third red circle labeled '3' highlights the 'Validate' button at the bottom right of the form.

Settings

Pricing & Discounts

Preferences

- Hardware Service Level: None
- Hardware Duration: [Dropdown]
- Software Service Level: PNSAS - PARTNER SMART ASSIST (NO HW RPL)
- Software Duration: 12 Months
- Software Subscription: None
- Software Subscription Duration: [Dropdown]

Apply Site Changes to Contract Immediately

Co-Term

Co-Term Date: Month: [Dropdown], Day: [Dropdown]

Quote Summary Action: Select one [Dropdown]

Summary Lines [Page Navigation]

Contract #	Line Item	Installed at Site Id	Svc. Level	Amount	Expiration Date	Severe Errors	Warnings	Total Errors/Warnings
Total: 0 USD 0 0 0								

External COO User ID: [Input] [Link] [Proceed to Order] [Validate] [Validate and Save] [Save]



Resources

- [Partner Smart Assist Resource Library](#)
- [Partner Smart Assist Service FAQs](#)
- [List Price Catalog](#)





Questions?

Visit the [Cisco Community](#)

