CISCO

PARTNER SMART ASSIST SERVICE

This document includes essential information to initiate and obtain your entitlements to the Cisco Partner Smart Assist Service

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I. Partner Smart Assist Service Enablement Training

Your purchase of Partner Smart Assist Service (CON-PNSAS-BASE) includes up to 20 hours of instructor-led, remote WebEx® based training, offered periodically throughout the year. In order to accommodate participants in various time zones, enablement training is offered in each region where Cisco does business (North and South America and Latin America; Europe, Middle East, Africa and Russia; Asia Pacific, Japan and Greater China). Although training is conducted in English, best efforts are made to conduct all or part of the training in the following localized languages:

- Chinese
- Japanese
- Korean
- Portuguese
- Spanish

Training sessions are available to all partners who purchase Partner Smart Assist Service. Please refer to the Training Agenda for information on the topics covered per day. While training is not mandatory, Cisco recommends that participants attend all training sessions in order to be successful in delivering services to your customers. Partners who purchase Cisco Partner Smart Assist Service are responsible for providing level 1 and level 2 technical support to customers, so it is in your best interest to participate in the training and ensure you are ready to onboard, enable and support customers.

Cisco publishes the training schedule for the calendar year on the Partner Smart Assist Service Community (note, make sure you are logged in to Cisco in order to access the community). The Partner Smart Assist Service Community is your one stop source for information on Partner Smart Assist Service, including marketing collateral, the quoting and ordering tip sheet, training schedule, training content and additional delivery tools and templates.

Register for Training

To register for training, follow these steps:

1. Visit the Partner Smart Assist Service Community (make sure you log in to Cisco Community to access the site).
2. View the Training Schedule (dates by region) and/or Registration Information.
3. Click the hyperlink in the Registration Information for the training session you want to attend.
4. Complete your WebEx® registration.

Cisco will issue a reminder for your participation in the training session prior to the date of the training.

5. If you have multiple attendees participating in a WebEx training session (for example, in a conference room with one monitor), please ensure that all participants log in individually so that their participation can be confirmed.

There is no limit to the number of training attendees from your organization during your contract term. If you have participated in training and wish to attend additional training sessions as a refresher, you may do so.

One-On-One Private Coaching Sessions

Cisco offers one-on-one private coaching sessions for a fee (stand-alone service or an optional add-on service to the base Partner Smart Assist service). These sessions are personalized, two-hour, remote coaching sessions designed to address questions related to the Smart Net Total Care™ portal, collections, and entitlement registration. The sessions should not be used for technical support. Topics covered include:

- Smart Net Total Care™ portal troubleshooting
- Smart Net Total Care™ portal usage
    - Data accuracy
- Cisco Services Access Management Tool
    - Delegated Administrator Registration
    - Letter of Authorization (LOA)
- Cisco Common Services Platform Collector
    - Configuration and Device Management
    - How to Troubleshoot (steps/processes)

Use the following SKU when ordering one-on-one coaching sessions.

Product Description	SKU
Partner Smart Assist Svc One-On-One Coaching (one, two-hour remote session)	CON-PNSAS-TRN1

Refer to the Quoting & Ordering Guide posted on the Partner Smart Assist Partner Community for additional information on ordering the service.

Once you purchase the one-on-one coaching session, you are entitled to the service. To request your entitled one-on-one coaching session, please complete this form in its entirety.

You may order multiple coaching sessions throughout the duration of your contract. You may also have multiple participants from your organization attend one coaching session.

Once you request a one-on-one coaching session, you will receive confirmation of your scheduled session. Please note, if you fail to log in to the scheduled training session within 30 minutes of the start time, the Cisco facilitator may close the session and you will need to reschedule the session. The Cisco facilitator will not extend the meeting end time to accommodate tardy attendees. Additionally, if you fail to attend the scheduled training session, you will have one opportunity to reschedule. Otherwise, you will be required to purchase another coaching session.

II. Installed Base Reconciliation

Installed base (IB) reconciliation is the process of comparing information in various data sources to detect any data inconsistencies; fixing any errors that may exist, such as missing or duplicate data; and updating Cisco databases as applicable. Partner Smart Assist Service installed base reconciliation is provided once per year for the partner's end customer and includes comparing customer data residing in the Smart Net Total Care™ portal with information from Cisco's contract database. Installed base reconciliation will correct some of the more common data discrepancies. Your purchase of the base Partner Smart Assist Service (CON-PNSAS-BASE) includes one installed base reconciliation for your end customer covered under the contract. You can purchase additional installed base reconciliations for an end customer for an additional fee. Alternatively, you can purchase the installed base reconciliation service as a stand-alone service.

How to Request Installed Base Reconciliation

Partners are responsible for initiating the installed base reconciliation request after collections and uploads to the portal have been completed. To initiate the request, partners submit a request in "My Cisco Workspace" (https://www.cisco.com/cisco/psn/web/workspace). The request is routed to Cisco's Customer and Partner Services (CPS) team who then perform the installed base reconciliation on behalf of the partner.

Initiate a Request for Installed Base Reconciliation

Refer to the Installed Base Reconciliation Service Request Procedure section below for instructions to initiate the service request.

Additional Installed Base Reconciliations

Partners may purchase installed base reconciliations for an end customer (stand-alone or as an add-on option with the base Partner Smart Assist Service). Each installed base reconciliation is for one end customer. You may order as many additional installed base reconciliations for an end-customers as you want a fee.

To order the for-fee installed base reconciliation(s), please use the following SKU when ordering (each individual instance):

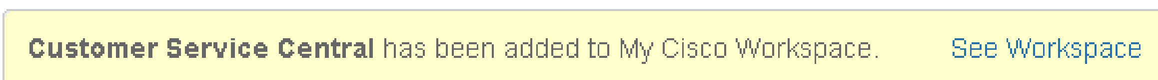
Product Description	SKU
Partner Smart Assist Svc Additional IB Recon	CON-PNSAS-RECON

Refer to the [Quoting & Ordering Guide]() posted on the Partner Smart Assist Community for ordering information.

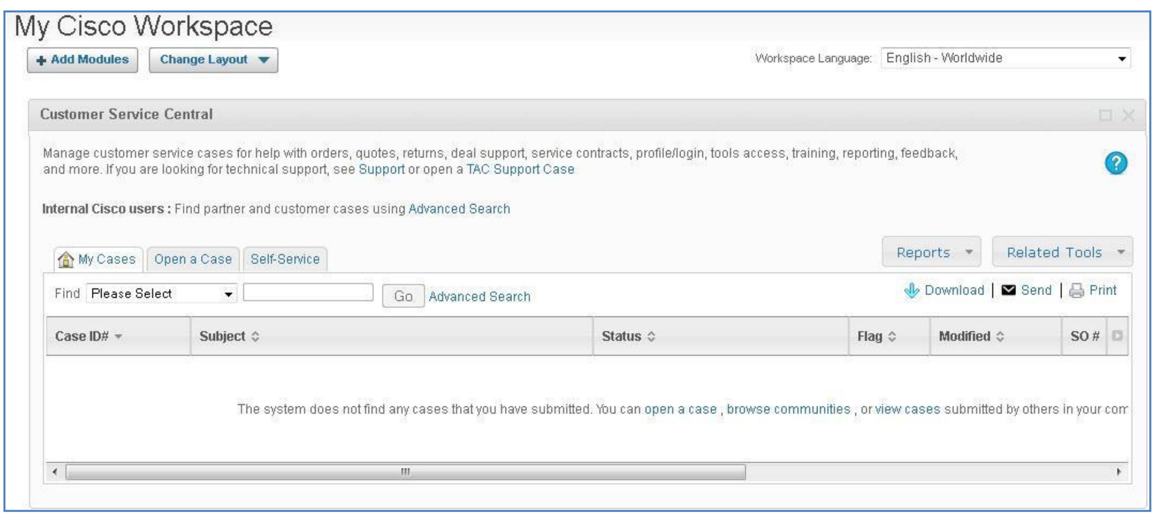
Installed Base Reconciliation Service Request Procedure

To create the service request, follow these steps:

1. Using a web browser access the Customer Service Central portal using the following link - http://www.cisco.com/cisco/psn/web/workspace.
2. If you already added the Customer Service Central module, go to step 3. If accessing the Customer Service Central portal for the first time, you will be automatically routed to the Add Modules page. To add the Customer Service Central module to your 'My Cisco Workspace', follow the steps below:
   i. Locate the Customer Service Central module on the Add Modules page.
   ii. Click the **Add to My Cisco** button for the module.
   iii. The following message appears:



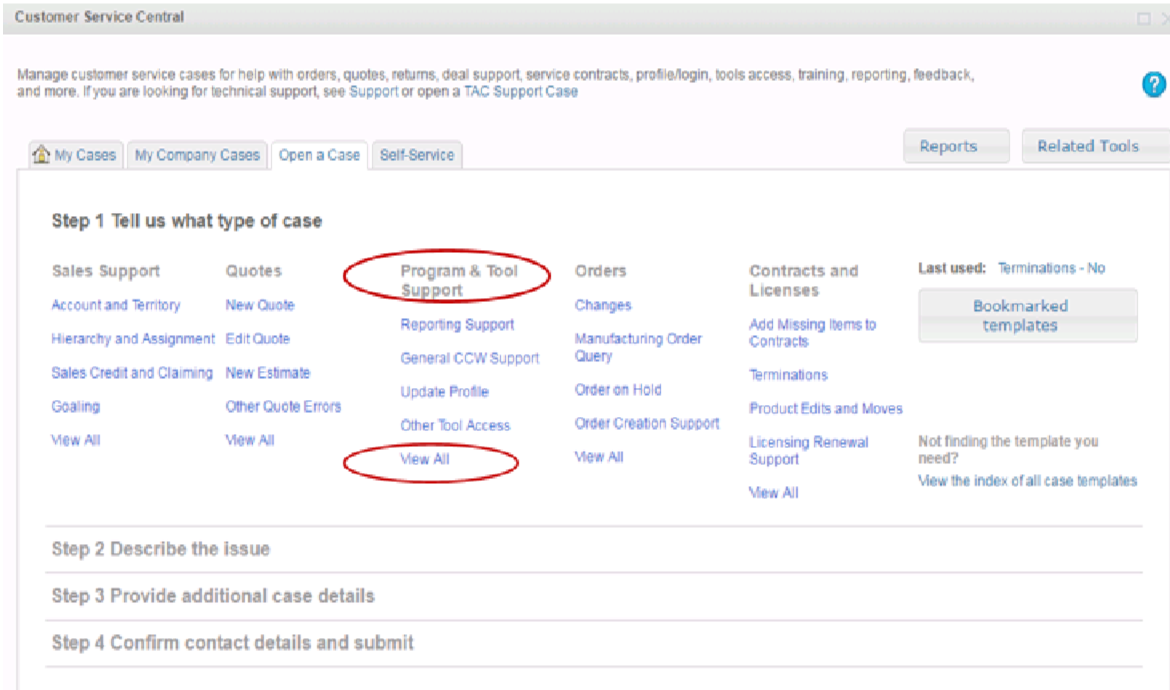
   iv. Click the **See Workspace** link in the message to go to the My Cisco Workspace. The Customer Service Central portal displayed, as shown below.



3. Using the Customer Service Central portal, click the **Open a Case** tab.

   The *Tell Us What Type of Case* page appears.

4. Under the Program & Tool Support column, Select **View All** option, as shown below.



5. The system displays the Program & Tool Support dialog box. Click on **Smart Assist Reconciliation** option, as shown below.

The system displays the Open a Case page.

6. At the bottom of the page, in the Describe the Issue section, fill in the fields as shown below.

7. Enter the following information into the form:

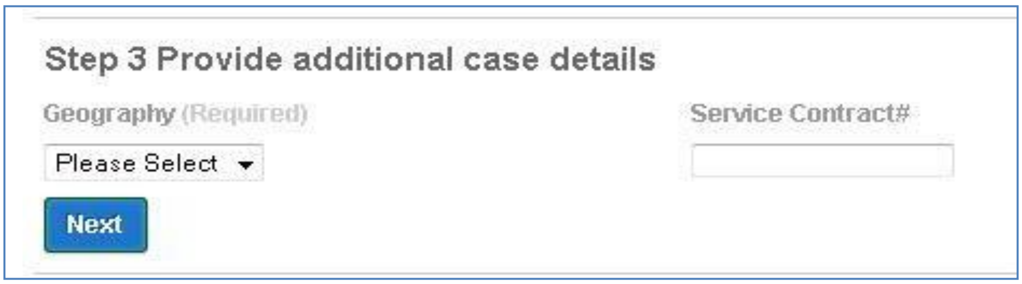
Field Name	Enter:
What is the Subject?	Partner Smart Assist Reconciliation <Initial Installed Base Reconciliation or Additional Installed Base Reconciliation purchase>
Is this inquiry for the U.S. Federal Government?	Check Yes or No – the default is No
Please describe the issue in detail	Include contract number with one of the following Product IDs (SKUs): • CON-PNSAS-BASE Use for the one entitled installed base reconciliation included in the offer • CON-PNSAS-RECON Use for each additional installed base reconciliation (optional; for-fee) purchased See table below for additional information

In the 'Please Describe the Issue in Detail' text field, enter the following information. Include both the label and the value in the field:

End customer name	End customer for whom you are providing Partner Smart Assist Service as it is identified in the Smart Net Total Care portal
End customer ID	The specific identifier associated to this customer in the Smart Net Total Care portal. To locate the Customer ID, go to Dashboards > Admin > Users > Customer
Inventory name	Name of the inventory on the Smart Net Total Care portal that should be used for reconciliation.

Latest upload to Smart Net Total Care portal:	Date of the Smart Net Total Care portal upload to be used for the reconciliation – use day-month-year format. Use ‘unknown’ if not known.
Total devices on Smart Net Total Care portal	Approximate number of devices included in the portal inventory to be used. Use “unknown” if not known.

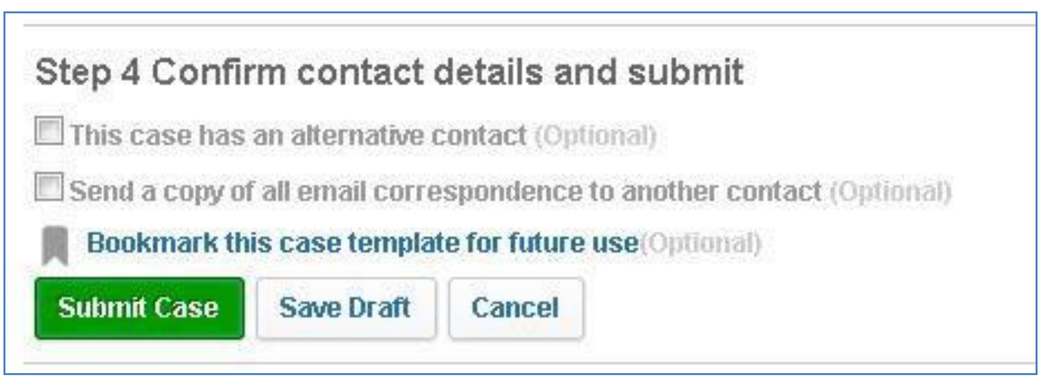
8. Attach a file or screenshot, if available, and then click the **Next** button to view the *Step 3 Provide Additional Case Details* section, as shown below.



9. Enter the following information into the form:

Field Name	Enter:
Geography	Select one: Americas (North and South America, Latin America), APJ+GC (Asia Pacific Japan and Greater China), and EMEAR (Europe, Middle East, Asia and Russia)
Service Contract#	The contract number for the Partner Smart Assist Service

10. After clicking the **Next** button, the confirmation section appears, as shown below.



11. Enter the following information into the form:

Field Name	Enter:
This case has an alternative contact	Enter alternative partner information for the case you created: Contact name Contact email Contact phone
Send a copy of all email correspondence to another contact	Enter additional contact email address
Bookmark this case template for future use	If you open this type of case often, click **Bookmark this case template for** future use. A dialog box appears where you can rename the bookmark to whatever you'd like. Then select **Add Bookmark**. (See screen capture below.)

12. Click on **Submit Case** to create the case.

III. Resources and Support

Information Repository

The Partner Smart Assist Service Community is the primary repository for accessing information on Partner Smart Assist Service. The site includes marketing collateral, training schedules, links to register for training sessions, training content, and delivery tools and templates. Make sure you are logged into Cisco Community to access the resources.

You can also access Partner Smart Assist Service marketing collateral on Cisco SalesConnect.

Technical Support

For entitled Technical Assistance Center (TAC) level 3 support (included with the base Partner Smart Assist Service), contact TAC or open a case online with TAC. Level 3 TAC support includes complex support issues, including the following:

- Problems reported to the TAC for the first time in which no documentation exists for the problem on Cisco.com or any other format.
- Problems associated with an identified bug that is not yet published on Cisco.com.
- Hardware and software bugs that require a specialized expertise level beyond first or second level support.
- Product and software development engineering support for resolution of product defects.
- Interoperability issues that may be caused by third-party software and hardware.

Questions

For questions on the offer, please reach out to your partner services development manager or partner account manager.

For questions relating to Smart Net Total Care™ portal and collections, access the Smart Net Total Care support community support to review questions and answers or to post a question. Please note that the community support is open to all partners and customers and as such, you should refrain from posting any sensitive information, such as partner or customer name.