

Welcome, we will begin soon.

Check out our Cisco Software Licensing page!

<https://www.cisco.com/c/en/us/buy/licensing.html>

Cisco Software Licensing

Simplifying your licensing journey

When it comes to Cisco, you have choice in how you purchase, consume, and deploy software.

Get started with Smart Licensing

Cisco Smart Licensing is a flexible software licensing method that simplifies the way you activate and manage licenses across your organization. Manage your Smart Licenses through your Smart Account.

Create account

login
>

Flexible licensing options and usage visibility

Highlights

We are delivering more visibility into your entitlements and more consistency across our portfolio and your experience.

[Read the
blog >](#)

No registration required. Simply connect your new devices with your subscription out of the box.

[Learn
details >](#)



Welcome, we will begin soon.

Check out our Partner Operational Readiness Hub!

www.cisco.com/go/thehub



The screenshot shows the Cisco SalesConnect Partner Operational Readiness Hub. The page features a navigation bar with 'SalesConnect' and a search bar. The main header includes 'Partner Operational Readiness' with a graphic of a building and people. Below the header, there is a 'Welcome!' message and a search bar. The content is organized into several sections: 'Learning Journey' (a large image of a person on a bicycle), 'Releases and Announcements' (a person on a phone), 'Previous Training Resources' (two people at a laptop), 'Black Belt Operations' (a person in a meeting), 'Partner Operational Readiness Assessment' (a person at a computer), and 'Cisco Automation & Digitization Hub Teaser Video' (a video player). A 'Mark your calendar' section lists upcoming events with dates and regions. A 'Commerce' section highlights a 'June: Quote Level Alert In CCW-R To Be Enabled'. Below these sections is a 'Build your readiness, program by program' area with buttons for Buying Programs, Cisco+, Commerce, Customer Experience (CX), Distribution, Licensing and Entitlement, Software as a Service (SaaS), TnC+, and Acquisitions. The footer includes 'Engage with us!' and three columns: 'Stay Informed!', 'Get Customer Service Support', and 'Let us know what you think'.



Welcome to Support Case Manager Menu Evolution





Released October 8, 2023 and available now

Cisco Partner Operations Enablement and Licensing Operations

October 12, 2023



Welcome

-  This session will be recorded
-  Recording and deck will be shared
-  Questions encouraged in the Q&A panel
-  Exit survey feedback welcome

Agenda

1. Introduction
2. Demo
3. Q&A
4. Resources

Who is presenting

Jamil Smith
Cisco Licensing Global Process
Owner

Avinash Vardelly
Cisco Licensing Support Case
Manager Product Owner

What we do

Improve customer and partner experience

- 🌐 Collaborate with your Cisco Account Managers and Cisco Customer Service Executives to
- 🌐 Identify problems and implement licensing solutions
- 🌐 Define global licensing support processes for a consistent process
- 🌐 And drive enhancements to Cisco licensing applications

Support Case Manager Menu Evolution supports

Cisco's Licensing Digital Assistance program is designed to cater to your diverse needs. Our comprehensive strategy offers both the power of digital self-help for common transactions and personalized live assistance for complex issues, when needed.

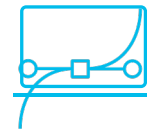
For routine scenarios, tap into an array of user-friendly resources. By adopting these digital tools, you can swiftly address common licensing transactional challenges, autonomously, without having to wait for an agent.

What we have for you

Support Case Manager contains



Licensing Transaction Digital Help in documents and videos, also at [Licensing Support cisco.com](https://support.cisco.com) [Cisco Video Channel](#)



Guide Me (in apps)



Virtual Chat Assistant (in apps)

Support Case Manager Demo – Avinash Vardelly

Commerce & Lifecycle Operations



Licensing Digital Assistance Resources

Support Case Manager (Digital Assistance)

- [Support Case Manager Menu Evolution Infographic](#)
- [2-minute Support Case Manager VoD](#)
- [Support Case Manager Quick Reference Guide](#)
- [Virtual Chat Digital Assistance 2-minute VoD](#)

General Licensing

- [Licensing Support on Cisco.com](#)
- [Licensing Support Videos](#)
- [Licensing Courses Partners](#)
- [Licensing Courses Customers](#)
- [Licensing and Entitlements program page](#)

Commercial Offers & Licensing Experience Approved Content

Cisco Smart Software Collateral, Training and Support

Your center for approved Cisco Smart Account, License Management and Entitlement Documentation, Training, and Support

Your customers are at different stages of their Smart Software Licensing Strategy. Over the last decade they have had to manage PAK licensing, Smart Licensing, hybrid situations, On Prem, or a combination of these and other situations. Finding accurate documentation, useful training and immediate support for their journey lets you move on to cutting edge solutions for creating their business outcomes. The documents, training and support presented below are accurate, up-to-date materials for Smart Software Licensing.

DOCUMENTATION

TRAINING RESOURCES

LICENSING SUPPORT

LICENSING TOOLS

Comprehensive Licensing Resources accessible to Internal Cisco and Partners
[Software Buying Programs - Smart Licensing and Entitlements \(cisco.com\)](#)

Q&A



Commerce & Lifecycle Operations





The bridge to possible

Commerce & Lifecycle Operations