Cisco Service Contract Center (CSCC)

Cisco Service Contract Center (CSCC) is an integrated platform that allows you to manage your Cisco services such as ordering, quoting and contract management activities

Please check the below docs to know more about the supported services and user guides

- **Cisco Service Contract Center Introduction** (PDF)

- Getting Started Suite (37:04)

- Cisco Service Contract Center Overview (4:40)

- Cisco Service Contract Center Access for 1-Tier Partners Job Aid (PDF)

- Cisco Service Contract Center User Assistance and Support Tip Sheet (PDF)

- Cisco Service Contract Center User Guide - Basics (PDF)

- Cisco Service Contract Center User Guide - Basic Quoting (PDF)

- Cisco Service Contract Center Best Practices for Resolving Errors Job Aid (PDF)

- Cisco Service Contract Center Error Resolution (5:00)

- Cisco Service Contract Center Error Guide (PDF)

- Cisco Service Contract Center Serial Number Information Finder (SNIF) Training (PDF)

- Cisco Service Contract Center Search Tools Tip Sheet (PDF)

Contact Us

- ❑ **Hours of operation :** Monday – Friday (8am – 9pm EST)
- ❑ **Contact us :** Open a support case
  http://www.cisco.com/c/en/us/services/ordering/cscc.html
- ❑ **Tool Link**:
  htp://apps.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction

Escalation/Prioritization Path

- ❑ **Feedback link :** Open a support case
- ❑ **Additional Cisco Service Contract Center Resources :**
  - Find training in the CSCC training library
  - Find system and release updates in the Operations Exchange, under News and Announcements
  - http://www.cisco.com/c/en/us/services/ordering/cscc.html

Reference Documents

- ❑ **Help Document :** Operation Exchange Community(Home) →Training→**Cisco Service Contract Center (CSCC)**
- ❑ **Video Tutorial :** http://www.cisco.com/c/en/us/services/ordering/cscc.html
  - Find training in the CSCC training library
  - Find system and release updates