Cisco Commerce (CCW)

Cisco Commerce, a Cisco sales platform, allows partners to register deals; browse through the rich catalog; configure and price products, software, and related services; and submit orders. Cisco Commerce also interacts with Cisco's internal sales tool, Salesforce.com (SFDC), to share opportunities resulting in quotes and orders.

Supported Services

- Information and support for order-related issues including changes and expedites
- Information and support regarding creating or submitting Cisco deals and quote
- Information and support for configuring Cisco products and services

Register Deal
Configure
Quote
Order

Integrated, flexible workflow for deal registration, configuration, pricing and quoting

Real time guidance to valid selections reduces errors

Intelligent validations

Rich interaction and efficient navigation

Increased productivity by automatically integrating the quote into the Ordering process

Dramatically improved usability

Minimized data entry

Intelligent defaults from user profile

Contact Us

❑ **Hours of operation :** Monday – Friday (8am – 9pm EST)
❑ **Contact us :** Call us at 1-800-553-2447
https://www.cisco.com/cisco/web/siteassets/contacts/index.html
❑ **Tool Link**: https://apps.cisco.com/Commerce/home

Escalation/Prioritization Path

❑ **Feedback link :** **https://apps.cisco.com/Commerce/home** **--> Help (Right bottom Corner)**
❑ Open a Ticket/Support case : https://www.cisco.com/cisco/psn/web/workspace

Reference Documents

❑ **Best Practices /User guide :** **Getting Started with Cisco Commerce User Guide**
❑ **Video Tutorial :** Operation Exchange Community(Home) → Training→Cisco Commerce(CCW)

For Dedicated CCW training please contact your Cisco Distributor