



Cisco Commerce Workspace Renewal – One View Capability

User Guide For Partners and Distributors

2020

After reading this guide, you will:

- 1 Comprehend the enhancements in CCW-R, designed to improve the user experience
- 2 Understand about the important information, available now in full screen displayed in CCW-R One View
- 3 Learn about the new capabilities available on Service and Subscriptions thanks to One View in CCW-R

Agenda

- 1 Introduction
- 2 Overview
- 3 Learning Objectives
- 4 CCW-R views — Enhancements details
- 5 Walk-through the enhancements



Introduction

To our Partners and Distributors:

Users of Cisco Commerce Workspace Renewals (CCW-R) will be able to see all of their Services and Subscriptions in with One View.

CCW-R One View will become the CCW-R standard view which provides a full screen experience.

Overview:

At the end of the learning session, Partners and Distributors will be able to comprehend the improvements of the One View capability.



Learning Objectives

1. To improve partners experience providing visibility of the new features they have access to.
2. To guide partners through the different views in platform to take advantage of new enhancements.
3. To empower partners to understand the benefits of new changes in CCW-R
4. To deliver accurate educational content for the require specific new capabilities

CCW-R One View: Enhancements

CCW-R Views.

Landing Page

- Comprehensive view of all Subscriptions (Software Subs & Cloud/SaaS) and Services in one place
- Full Screen Experience
- Improved Navigation with First Column, Top Row and Pagination Freezing during Horizontal and Vertical Scrolling
- Ability to Customize and Manage Columns with Additional Columns added
- Search Criteria and Filter Enhancements
- Switch between Contracts / Subscriptions and Assets view
- Assets View will include New icons to identify between Term & Content vs Cloud/SaaS vs. On Prem device-based Subscriptions and LDOS items will be color coded
- Support Contract view from Subscription ID
- Initiate a unified Renewal quote for Services and Software Subscriptions
- Redesigned Quote, Estimate & all CM transaction initiation pages

Quote Manager View

- Full Screen Experience
- Ability to Customize and Manage Columns

Transaction Manager View

- Full Screen Experience

Contract Details View

- Full Screen Experience
- Activity Log Details

CCW-R

- One View – Subscriptions and Services in one place – New user's navigation experience !

One View CCW-R

1

One View CCW-R

HomeCatalogEstimatesDeals & QuotesOrdersSubscriptions & Services

We made some improvements recently! Take a look at our [Release Notes](#) for more details.

CCW-R One View is now the default view for Cisco Software Subscriptions & Services. Please ensure you have updated all offline macros for use with the new One View export file. To customize your search results by adding, removing, and moving different columns which were present in the old view, such as Last Day of Support, use the Manage Columns at the top right of the Assets view. [One View User guide](#).

Subscription and Service Renewals

QuotingContract Administration

Filters (0) ×

Search All Search

Renewal Type

☐ Services

☐ Subscriptions

Coverage End Date

☐ Within Next 30 Days

☐ Within Next 60 Days

☐ Within Next 90 Days

☐ Custom Date

Status

☐ ACTIVE

☐ SIGNED

☐ OVERDUE

☐ EXPIRED

☐ SUSPENDED

Start with search or filters to view Subscriptions & Services

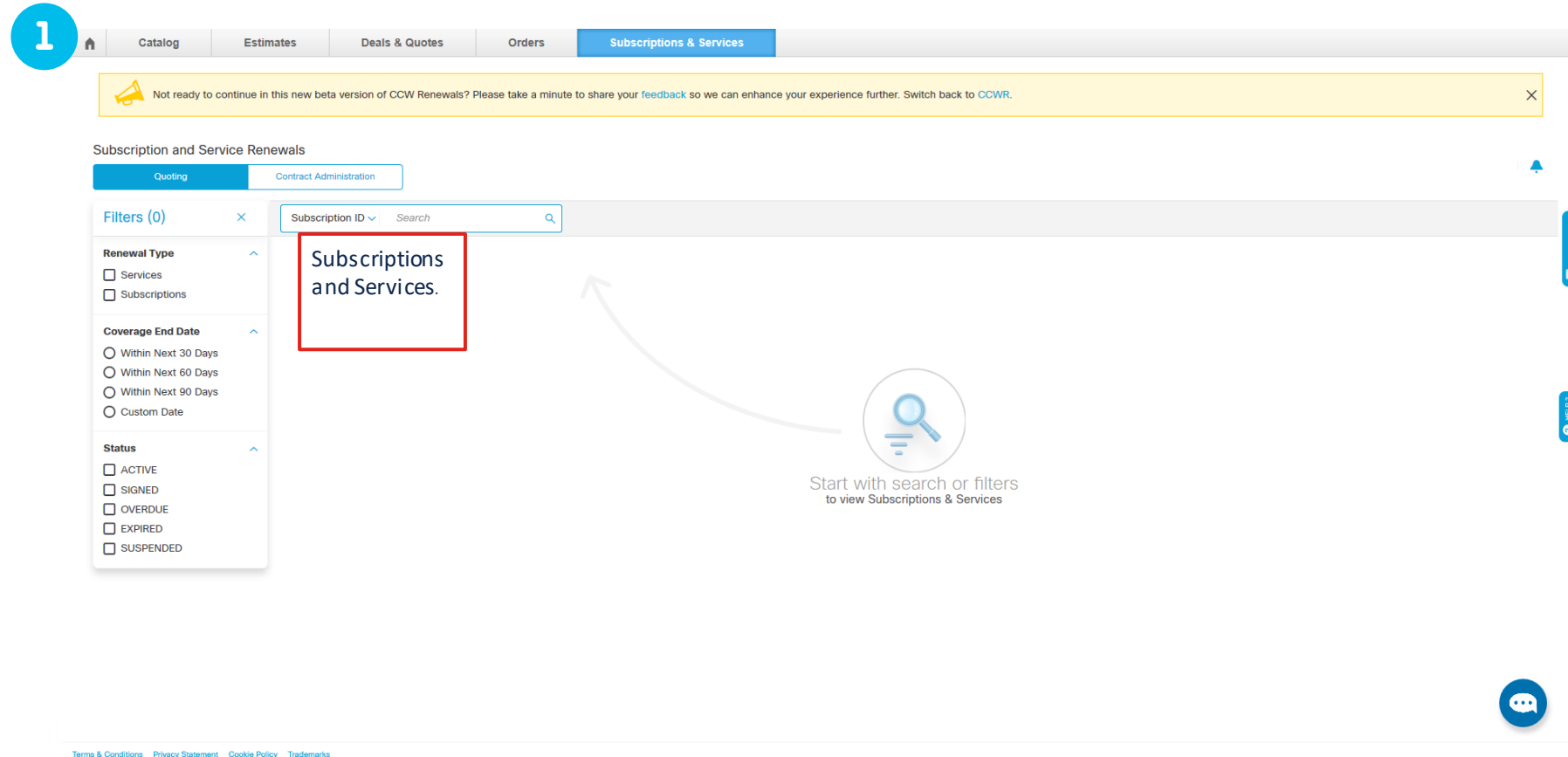
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Starting October 27th, One View will be CCW-R Standard view.

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Full Screen Navigation experience

Landing Page



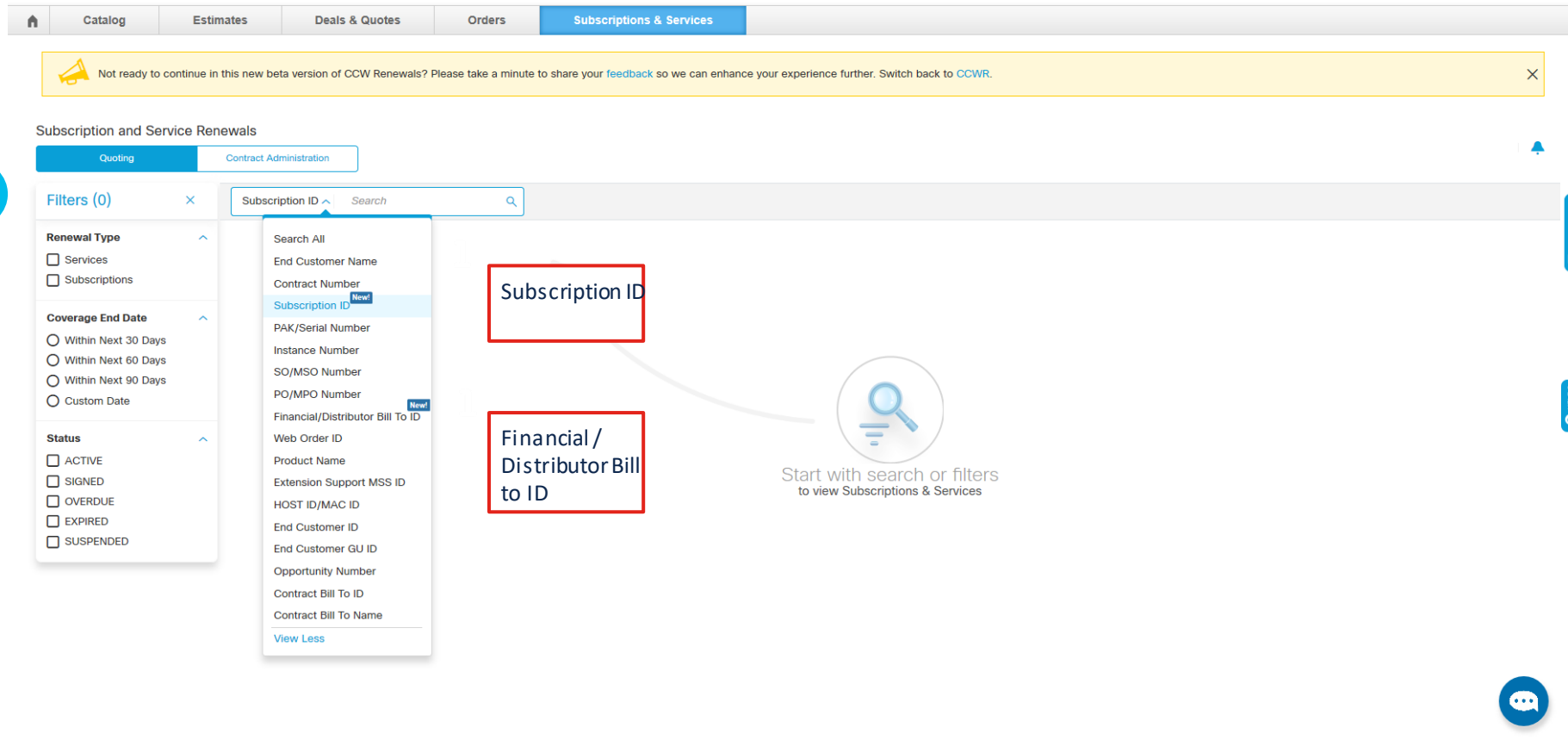
1

Subscriptions and Services.

Partners now have access to see their Subscriptions and Services, all in one Full Screen Experience!

Search Criteria Enhancement

New searching criteria assets



1

Subscription ID and Financial / Distributor Bill to ID.

Partners are now able to search new criteria features as Subscription ID and Financial / Distributor Bill to ID.

Search Capability Enhancement

New searching capabilities

PAK/Serial Number ▾

- Search All
- Contract Bill To ID
- Contract Bill To Name
- Product Number
- Extension Support MSS ID
- End Customer ID
- End Customer Name**
- End Customer Name Wildcard**
- End Customer GU ID
- Contract Number
- PAK/Serial Number
- Instance Number
- HOST ID/MAC ID
- SO/MSO Number
- PO/MPO Number
- Opportunity Number

1

Contract Bill To Name ^ Search

- Search All
- End Customer Name**
- Contract Number
- Subscription ID **New!**
- PAK/Serial Number
- Instance Number
- SO/MSO Number
- PO/MPO Number
- Financial/Distributor Bill To ID **New!**
- Web Order ID
- Product Name
- Extension Support MSS ID
- HOST ID/MAC ID
- End Customer ID
- End Customer GU ID
- Opportunity Number
- Contract Bill To ID
- Contract Bill To Name

Subscription and Service Renewals

Quoting Contract Administration

Filters (0) × Instance Number ▾ xxxxx,yyyy,zzzzz 🔍

Subscription and Service Renewals

Quoting Contract Administration

Filters (0) × Instance Number ▾ xxxxx,yyyy,zzzzz 🔍

Renewal Type: No matching results found

2

Selected Filter

xxxxxx yyyy

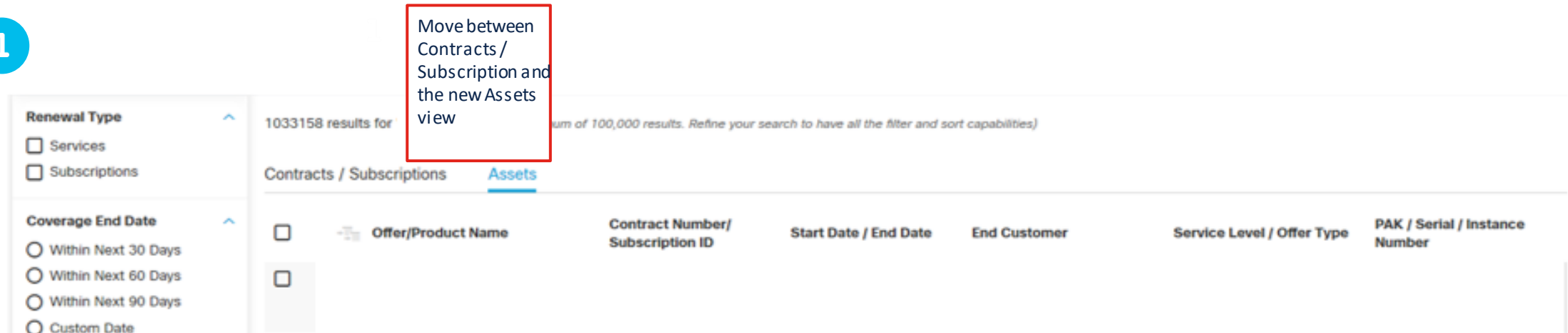
Remove all

1 End customer name Wildcard search has now been combined in One View with End customer name

2 To clear your search filter, click on the search field and remove the filter

Switch Search results view between Contracts / Subscription and the new Assets tab

1

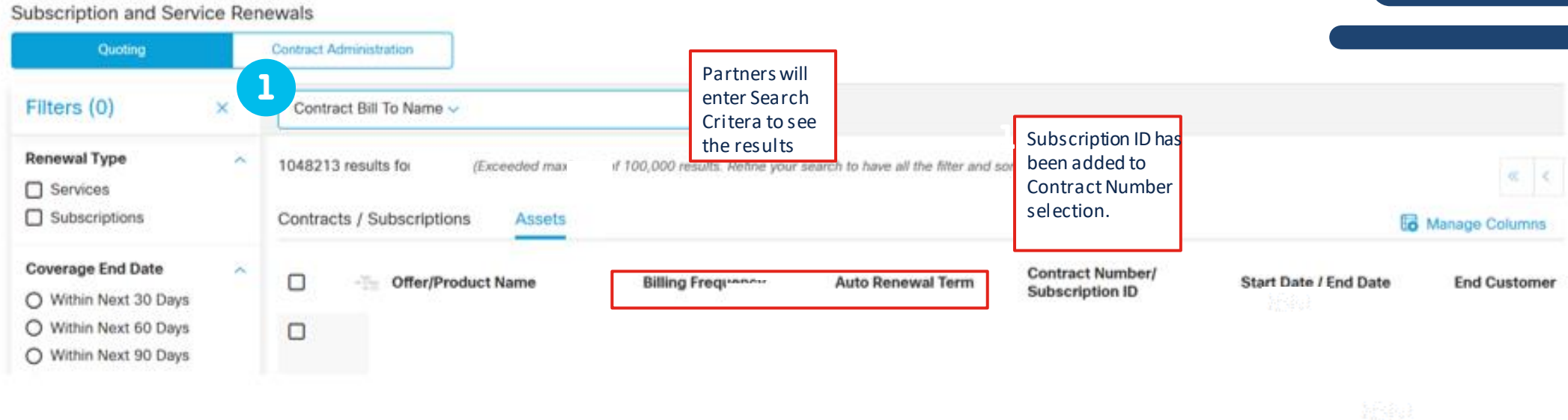


1

Switch search results views between Contracts / Subscriptions and the new Assets tab.

Partners have now the possibility of moving between Contracts / Subscriptions and the new Assets view for improved visibility.

New Columns Added



1 View of Search results will now include Subscriptions ID / Contract Number

Search results will now provide new columns details such as:

- Auto Renewal Term, Financial/Distributor Bill to name, Last day of Support and Billing Frequency in Contract/Subscription View.
- Auto Renewal Term, Financial/Distributor Bill to name, Weborder ID, Billing Frequency, Total Net Price/Monthly Cost, Last Day of Support in Assets View

Shell Contract Asset View Banner message

The screenshot shows the Cisco Software Subscriptions & Services interface. The top navigation bar includes links for Home, Catalog, Estimates, Deals & Quotes, Orders, and Subscriptions & Services (which is highlighted). Below the navigation bar, there are two yellow banner messages. The first message states: "We made some improvements recently! Take a look at our [Release Notes](#) for more details." The second message states: "CCW-R One View is now the default view for Cisco Software Subscriptions & Services. Please ensure you have updated all offline macros for use with the new One View export file. To customize your search results by adding, removing, and moving different columns which were present in the old view, such as Last Day of Support, use the Manage Columns at the top right of the Assets view. [One View User guide](#)." Below the banners, the "Subscription and Service Renewals" section is visible, with tabs for "Quoting" and "Contract Administration" (which is selected). On the left, there is a "Filters (0)" sidebar with a "Renewal Type" section containing checkboxes for "Services" and "Subscriptions". In the main content area, there is a search bar labeled "Contract Number" and a list of results. A red box highlights a blue circular icon with the number "1" next to the text "Partners can view Shell Contract Banner message". Below the search bar, there are two information messages: "Shell Contract line items are not displayed under the Assets view. To view the line items, open the contract or export from within the contract." and "No matching results found".

1 Partners can view Shell Contract Banner message

1

When Partners select the Asset Tab for a Shell Contract, a Banner message will appear advising you to open the Contract to view details.

Filters Enhancements

Filters (0)

Renewal Type

- ☐ Subscriptions (182)
- ☐ Services (100)

Coverage End Date

- ☐ Within Next 30 Days (2)
- ☐ Within Next 60 Days (3)
- ☐ Within Next 90 Days (4)
- ☐ Custom Date

Status

- ☐ ACTIVE (267)
- ☐ SIGNED (13)
- ☐ OVERDUE (2)

Service Level / Offer Type

- ☐ SSTC (56)
- ☐ DNAC1-ISR-SUB (29)
- ☐ PLS (18)
- ☐ ACIC1-N9K-SUB (17)
- ☐ HXDE (17)
- [View More](#)

Auto Renewal Term New!

- ☐ Disabled (57)
- ☐ Enabled (2)

Bill To Country

- ☐ US (193)
- ☐ CA (18)
- ☐ JP (18)
- ☐ CL (12)
- ☐ AR (11)
- [View More](#)

Quoting **Contract Administration**

January 2021

Jan 2021




Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

1 Users will now see New Filters Options in Contract/Subscription and Asset View.

2 User will now see improved Custom Date filter calendar

New icons assistance for differentiating between Term & Content vs Cloud / SaaS vs. On-prem device-based subscriptions

1 New icons display important info about the type of subscription

<input type="checkbox"/>	 DNAC1-ASCAT-RENEW DNAC1 Access Switching For Rene... DNAC1 CAT Tracker Term... ACTIVE
<input type="checkbox"/>	 A-SPK-SH Webex Shared Resources ACTIVE
<input type="checkbox"/>	 DNAC1-WAN-RENEW ACTIVE



Partners may hover over item icon and the description will appear.

1

New aids for distinguishing Term & Content

Partners will find new icons that provide details about the type of subscription.

When Partners hover the item icon, description appears.

Horizontal scrolling with Column Freeze

Renewal Type

- ☐ Services (11137)
- ☐ Subscriptions (4273)

Coverage End Date

- ☐ Within Next 30 Days (575)
- ☐ Within Next 60 Days (1122)
- ☐ Within Next 90 Days (1713)
- ☐ Custom Date

Status

- ☐ ACTIVE (14915)
- ☐ OVERDUE (344)
- ☐ SIGNED (134)
- ☐ QA_HOLD (17)

Service Level / Offer Type

- ☐ PSRT (3717)
- ☐ SNT (1773)

15410 results for '1234567890'

Contracts / Subscriptions Assets

Export

<input type="checkbox"/>	Subscription ID / Contract Number	End Customer	Service Level / Offer Type	Earliest End Date	Financial / Distributor Bill To	Reseller Name	Alt
<input type="checkbox"/>	1234567890	ABC Corp	PSRT	2020-12-31	ABC Corp	ABC Corp	Nc
<input type="checkbox"/>	1234567890	ABC Corp	PSRT	2020-12-31	ABC Corp	ABC Corp	Nc
<input type="checkbox"/>	1234567890	ABC Corp	PSRT	2020-12-31	ABC Corp	ABC Corp	Nc
<input type="checkbox"/>	1234567890	ABC Corp	PSRT	2020-12-31	ABC Corp	ABC Corp	Nc
<input type="checkbox"/>	1234567890	ABC Corp	PSRT	2020-12-31	ABC Corp	ABC Corp	Nc

Better access to different components of navigation

1

1

Better access to different components of navigation.

Partners will now be able to Scroll in horizontal form on any page while the first column remains frozen

Vertical Scrolling with Frozen Top Row and Pagination Controls

The screenshot displays a web application interface with a table of 15,410 results. The table has a frozen top row and pagination controls at the top right. A red box highlights the pagination controls, and an orange arrow points to them with the text "Better access to different components of navigation". A blue circle with the number "1" is placed over the first column header, "Subscription ID / Contract Number".

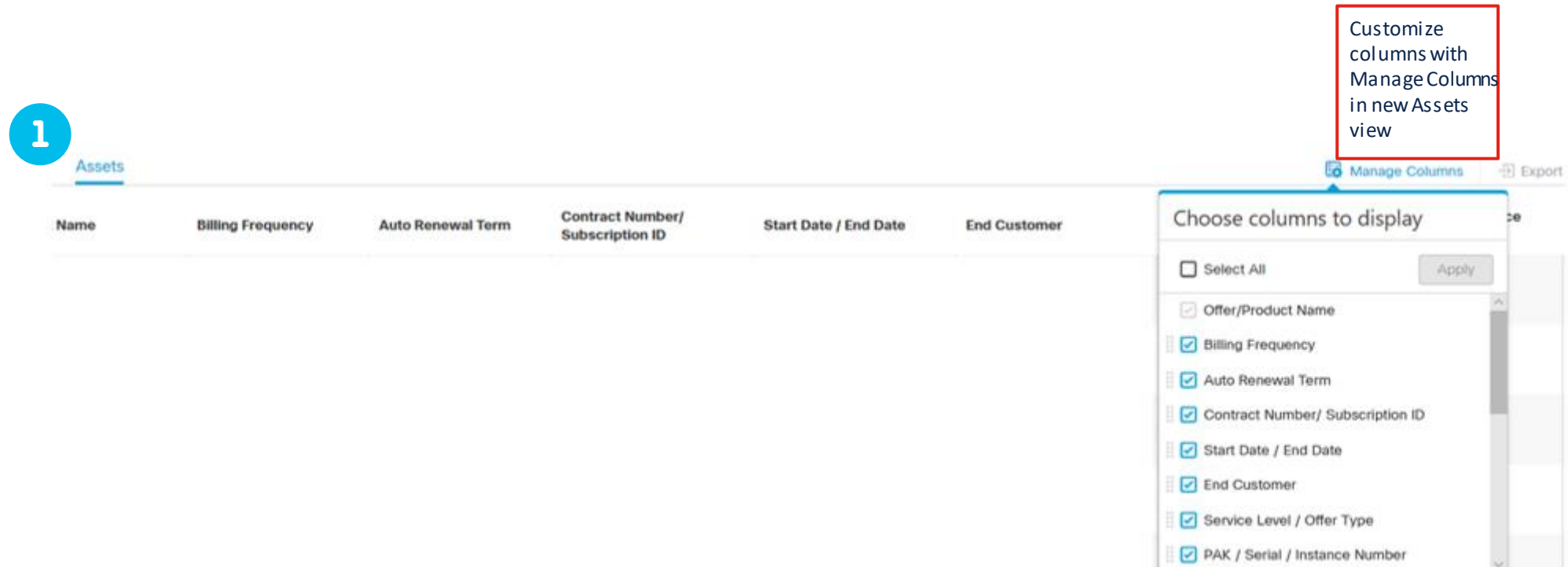
Subscription ID / Contract Number	End Customer	Service Level / Offer Type	Earliest End Date	Financial / Distributor Bill To	Reseller Name	At
<input type="checkbox"/>						Nc
<input type="checkbox"/>						Nc
<input type="checkbox"/>						Nc
<input type="checkbox"/>						Nc
<input type="checkbox"/>						Nc

1

Better access to different components of navigation.

Partners will now be able to scroll vertically on the page to view results while maintaining visibility to the top row and pagination controls which will stay at the top of the page.

Customize and Manage Columns in Assets View results



1 Better access to different components of navigation.

Partners may now:

- Select and unselect what they want to see.
- Click, Hold and Drag up and down according to their preferences in Manage Columns to Change the Order of what they see on screen

Note: Changing your columns will not impact your exported data.

View Support Contract for Subscription ID

Subscription and Service Renewals Export

CONTRACT NUMBER	LIST PRICE	CONTRACT LABEL	BILL TO NAME	BILL TO CONTACT	ENTITLED PARTY	CONTRACT START DATE	CONTRACT END DATE

[View Contract Notes](#) | [View Entitlement Information](#) [View Additional Contract Information](#)

[Items](#) | [End Customers](#) | [Service Levels](#)

Filters (0) × 1173 results. ☐ Show Previously Covered

	Offer/Product Number/End of Support/Label	PAK / Serial / Instance Number	Coverage Status	Start Date / End Date	End Customer	Service Level / Offer Type	Quantity	SO/MS Number
<input type="checkbox"/>								
<input checked="" type="checkbox"/>								
<input checked="" type="checkbox"/>								
<input checked="" type="checkbox"/>								
<input type="checkbox"/>								

1 Partners will now see Contract numbers for their Subscription IDs

1

Partners will now see Contract numbers on their subscription IDs.

Partners can also select the Contract number of their subscription ID to open up the contract view to show them all information, such as list, price, asset, etc.”

Initiate a unified Renewal Quote for Services and Software Subscriptions

Including recent device and software-based subscriptions DNA/ACI

1

Select hardware and Subscriptions at the same time!

<input checked="" type="checkbox"/>	<div><div>+ WS-C2960X-48TS-L</div><div>Catalyst 2960-X 48 GigE, 4 x 1G SF...</div></div>	<div><div></div></div>
<input checked="" type="checkbox"/>	<div><div>+ AIR-DNA</div><div>CISCO DNA for Wireless - CHOOSE...</div></div>	<div><div></div></div>
<input checked="" type="checkbox"/>	<div><div>+ AIR-DNA</div><div>CISCO DNA for Wireless - CHOOSE...</div></div>	<div><div></div></div>
<input checked="" type="checkbox"/>	<div><div>+ ISR4331/K9</div><div>Cisco ISR 4331 (3GE,2NIM,1SM,4G ...</div></div>	<div><div></div></div>

2

Partners can now, Create Estimate and Create Quote for items selected

Create EstimateCreate Quote

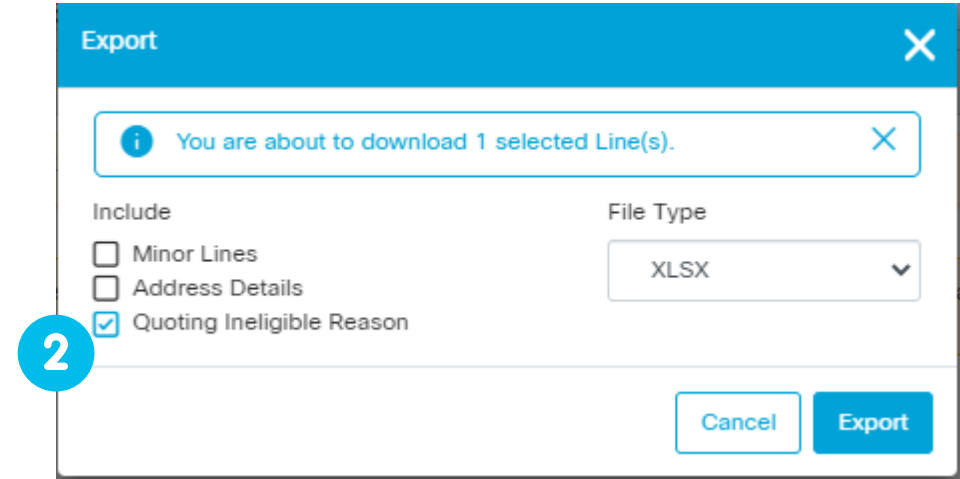
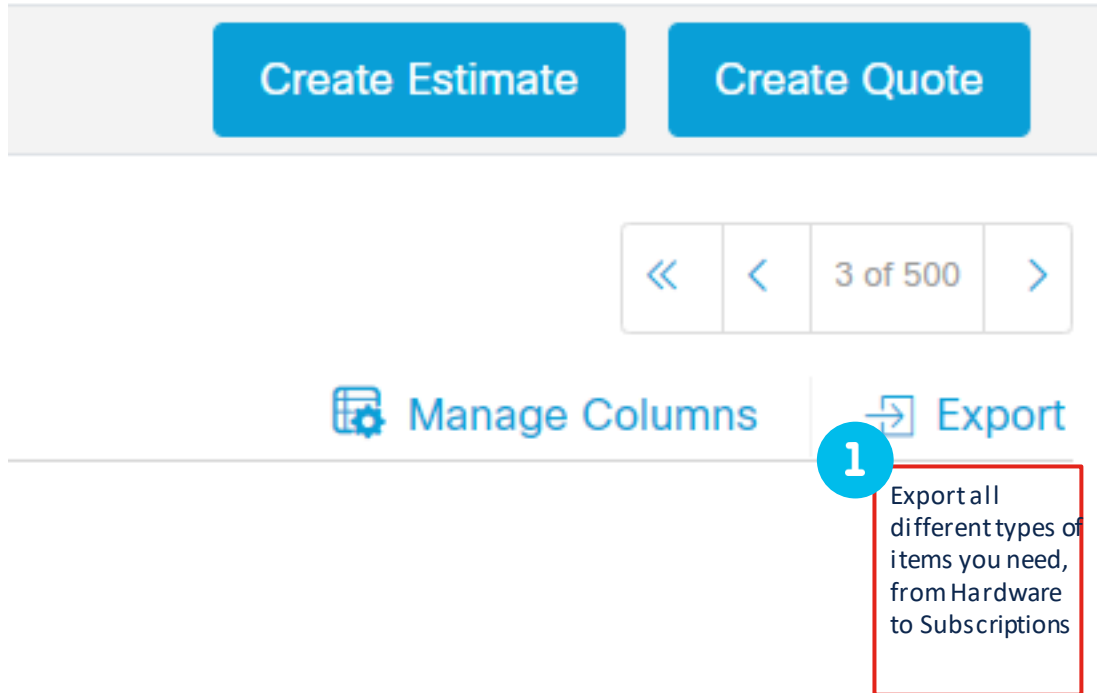
<< < 3 of 500 >

Manage ColumnsExport

Cloud SaaS can be viewed, but it can't be quoted.

- 1 Select multiple types of hardware items and/ or subscriptions from the Filters Colum, all at the same item.
- 2 After selecting those, the Create Estimate and Create Quote button will be enabled.

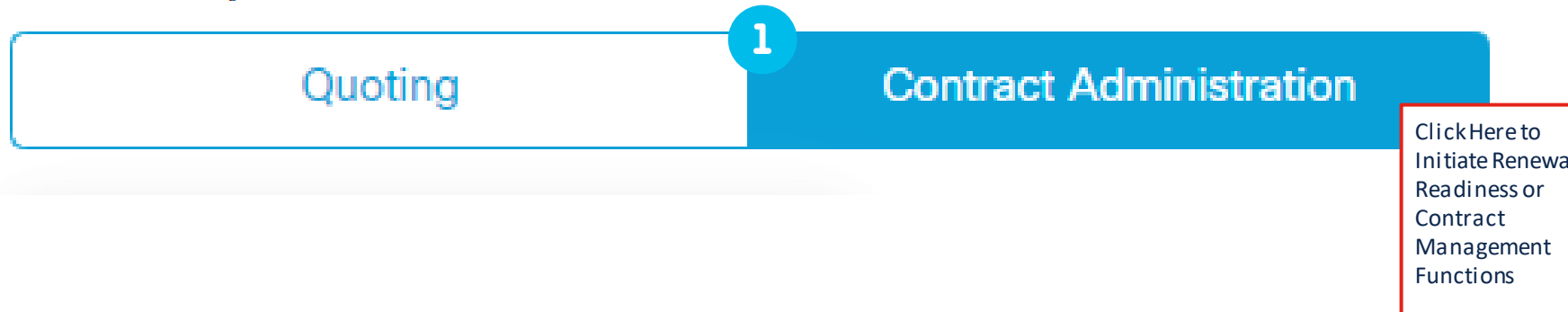
Export Functionality



- 1 Partners can now export all info for both types of items: Hardware and Subscriptions
- 2 Partners can select “Quoting Ineligible Reason” when exporting to view reasons for ineligibility. Note: View items not found tab after Quoting will not show Reason Codes.

Contract Administration

Subscription and Service Renewals



1 Partners can enter Contract Administration to perform Renewal Readiness and Contract Management Transactions

Provide Feedback in One View

1 Feedback section is here, please complete it!

<< < 9 of 53 > >>

Manage Columns Export

Start Date / End Date ▲ End Customer ▲

Feedback

Giving Feedback is Simple and Quick

For any system errors or problems please Open a Case by clicking [here](#)

Topic Subscriptions ▼

Rating* ☆☆☆☆ Roll over stars, then click to rate.

Comments*

Your Name

Email*

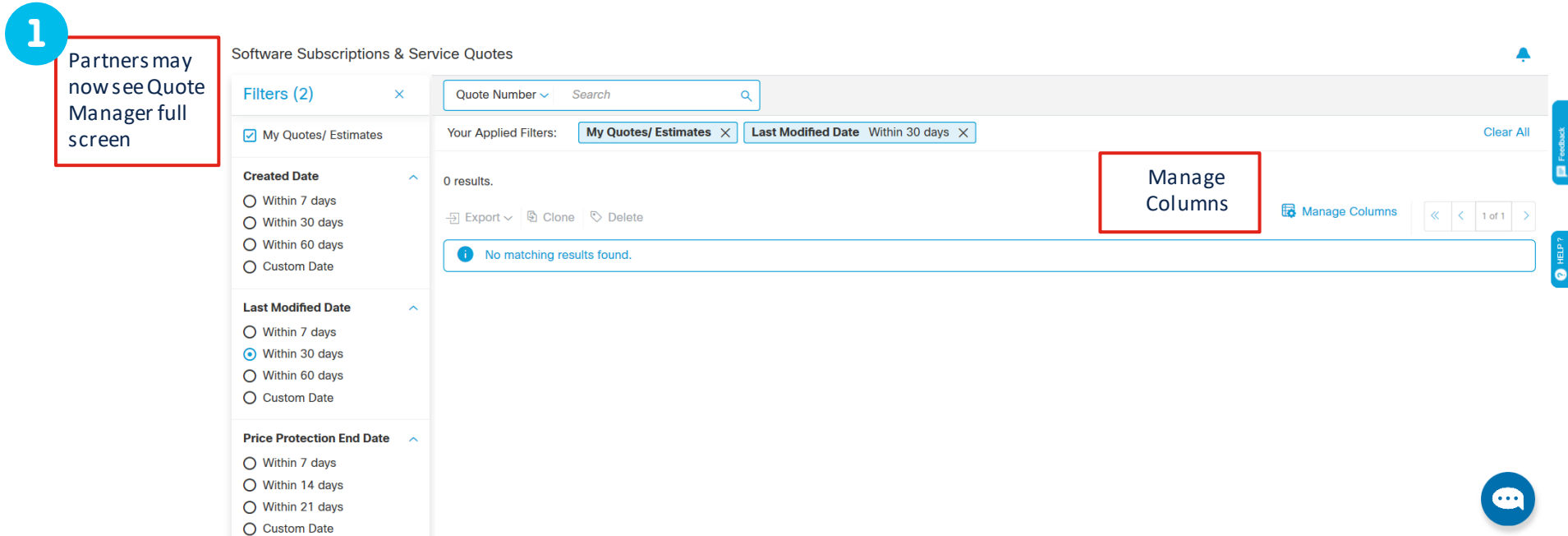
☐ Cisco can email me for further details on my feedback.

Use this form to send us your suggestions, things you like, or things you dislike. We value your feedback, however, due to the amount of feedback we receive we may not be able to personally respond to you.

Close Submit

- 1 Partners can provide feedback on One View
- Once Partners click feedback, one window pops up with Partner's name and email address. Please leave your comments!

Quote Manager Full Screen with Manage Columns



1

Customized UI columns in Quote Manager

Partners will now see Quote Manager full screen and Manage Columns.

Quote Details Page

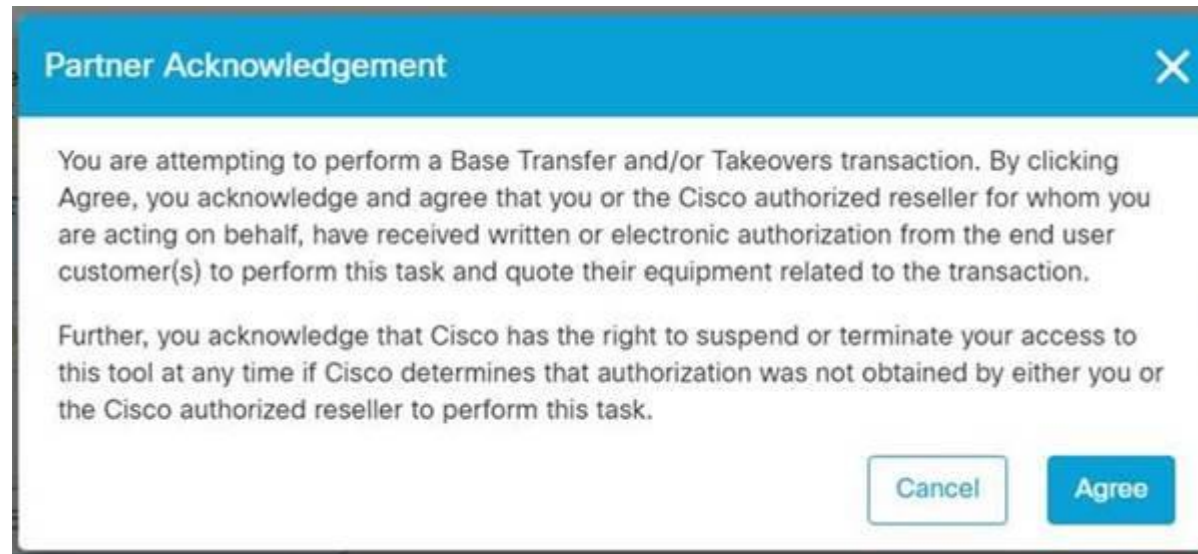


- 1 Upon click of Add More Items button, on Quote Details Page, system will navigate the Partner to One View Search Page.

Partners Takeover Acknowledgement

1

Partners can view the Partners Acknowledgement pop-up screen



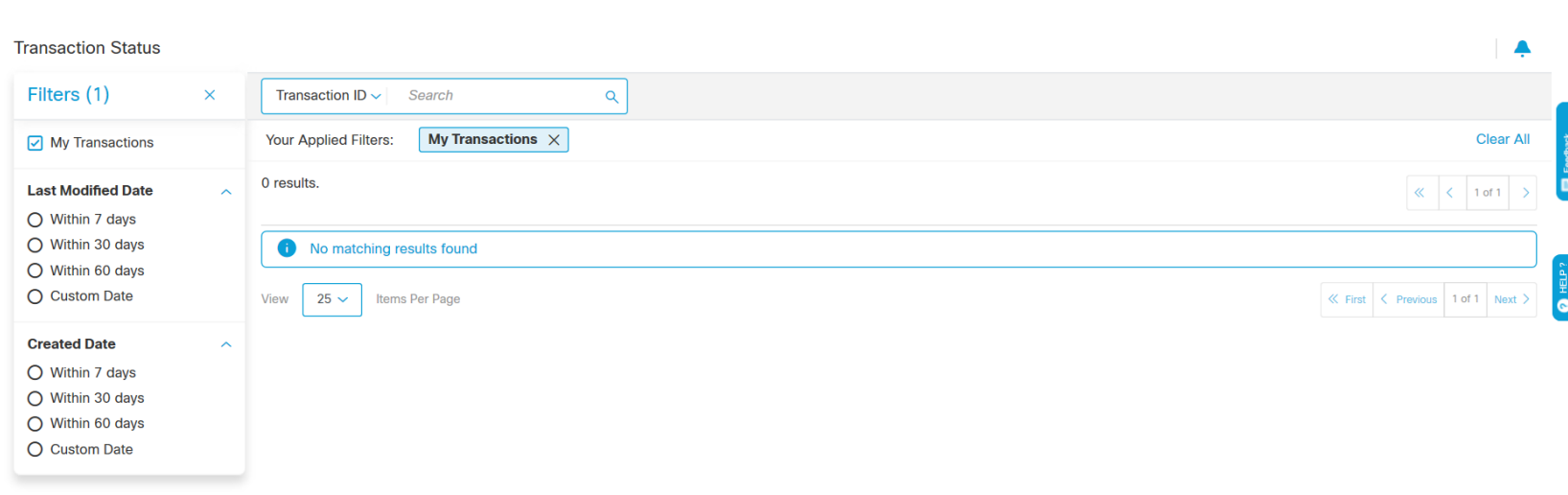
1

Partners can view the Partner Acknowledgment pop-up screen while adding takeover lines into the quote

Transactions Manager Full Screen

1

Partners may now see Transactions Manager full screen



1

Full Screen for Transactions Manager view

Partners will now see Transaction Manager full screen.

Contract Details Full Screen and Activity Log

1

Contract Details available in one view

The screenshot shows a web application interface for "Subscription and Service Renewals". At the top, there is a header bar with various filters: CONTRACT NUMBER, LIST PRICE, CONTRACT LABEL, BILL TO NAME, BILL TO CONTACT, ENTITLED PARTY, CONTRACT START DATE, and CONTRACT END DATE. Below this, there are links for "View Contract Notes", "View Entitlement Information", and "View Additional Contract Information". The main content area is divided into three tabs: "Items", "End Customers", and "Service Levels". The "Items" tab is active, showing a list of 287 results. On the left, there are filter sections for "End Customer Parent (GU)" and "End Customer Name". The main table has columns for "Offer/Product Number/End of Support/Label", "PAK / Serial / Instance Number", "Coverage Status", "Start Date / End Date", "End Customer", "Service Level / Offer Type", "Quantity", and "SO/MS Number". At the bottom right, there is an "Export" button and a "More" dropdown menu. The "More" menu is open, showing an "Activity Log" option. A red box highlights the "1" and the text "Contract Details available in one view".

2

1

Partners will now see full screen, Contract Details view.

2

Partners will now be able to view the Activity (Audit) Log for their Contract.

Contract Detail parity for Shell Contract

The screenshot displays the Cisco Commerce Subscriptions & Services interface. At the top, there is a navigation bar with links for Catalog, Estimates, Deals & Quotes, Orders, and Subscriptions & Services. Below this is a banner announcing recent improvements. The main section is titled "Subscription and Service Renewals" and contains a summary card with fields for Contract Number, List Price, Contract Label, Bill to Name / Bill to ID, and Bill to Contact. Below the summary card are links for "View Contract Notes" and "View Entitlement Information".

The "Items" tab is selected, showing a list of 3328 results. A filter sidebar on the left includes options for End Customer Parent (GU), End Customer Name, End Customer Site ID, Service Level, Product Number, and Status. The main table displays contract lines with columns for Offer/Product Number/End of Support/Label, PAK / Serial / Instance Number, Coverage Status, and Start Date / End Date. Two contract lines are visible, both with "ACTIVE" status and dates from 02-Aug-2020 to 15-Jul-2025. A red box highlights the "View" button and the "Items Per Page" dropdown (set to 25) at the bottom of the list.

Offer/Product Number/End of Support/Label	PAK / Serial / Instance Number	Coverage Status	Start Date / End Date
NON-AS-DC-VAL Cisco DC and Cloud Lab Validation ...		ACTIVE	02-Aug-2020 15-Jul-2025
NON-AS-DC-VAL Cisco DC and Cloud Lab Validation ...		ACTIVE	02-Aug-2020 15-Jul-2025

1

2

There will be no expand configuration icon visible on the contract lines like CCWR legacy version to bring parity.

The "Move Products" & "More Actions" buttons on the left-side bottom, will not be visible in Contract Details Page.

