

CCW-R Fran BOT

How to | User Guide



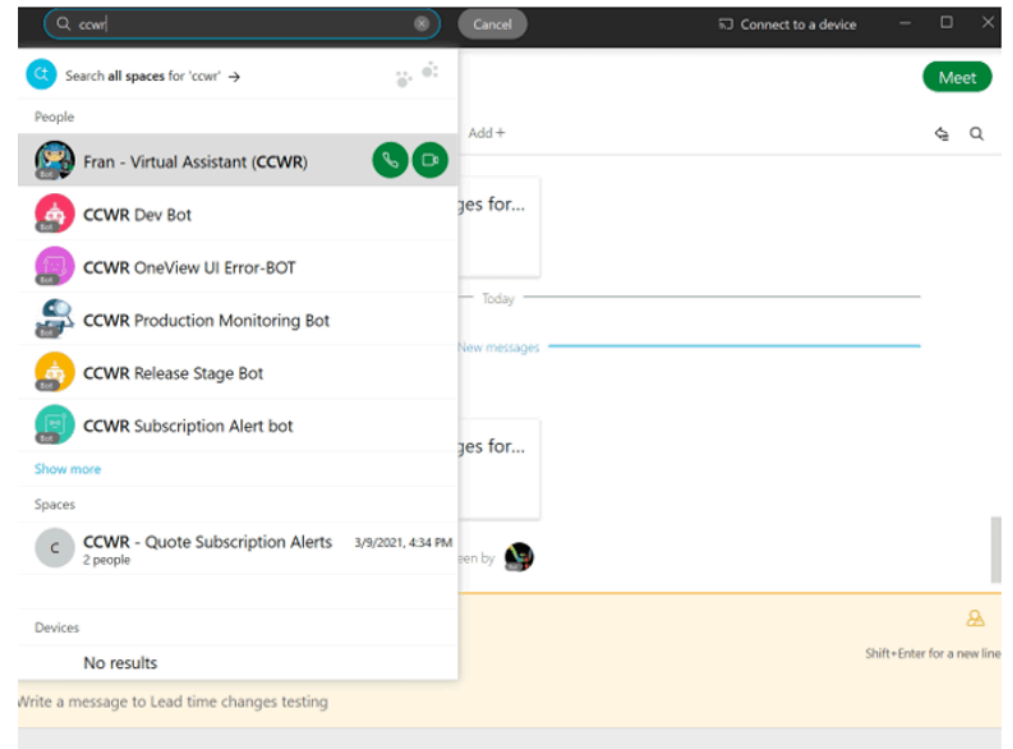


Accessing CCWR Fran BOT

You have two different options for accessing Fran Bot

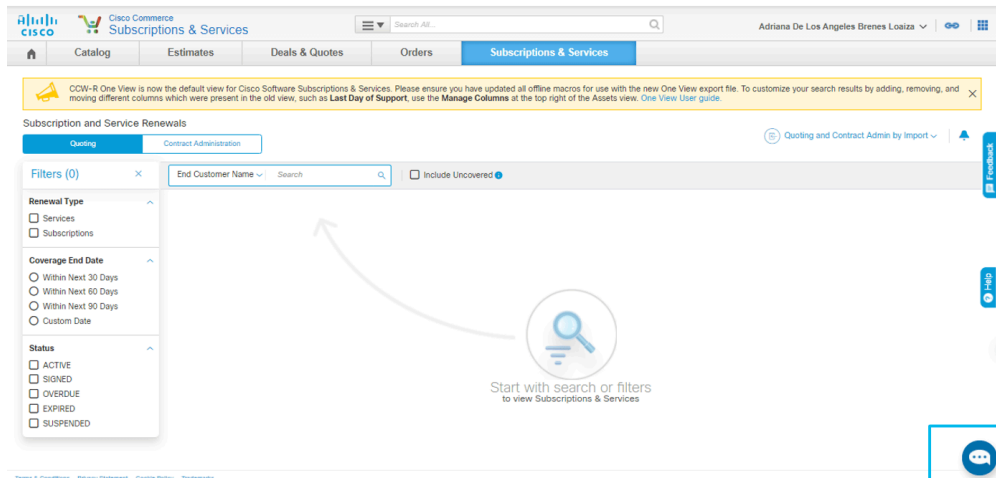
1. Log in to Webex Teams

Search for “Fran” or “CCWR”, select “Fran – Virtual Assistant” and press enter, CCWR Fran chatbot opens up

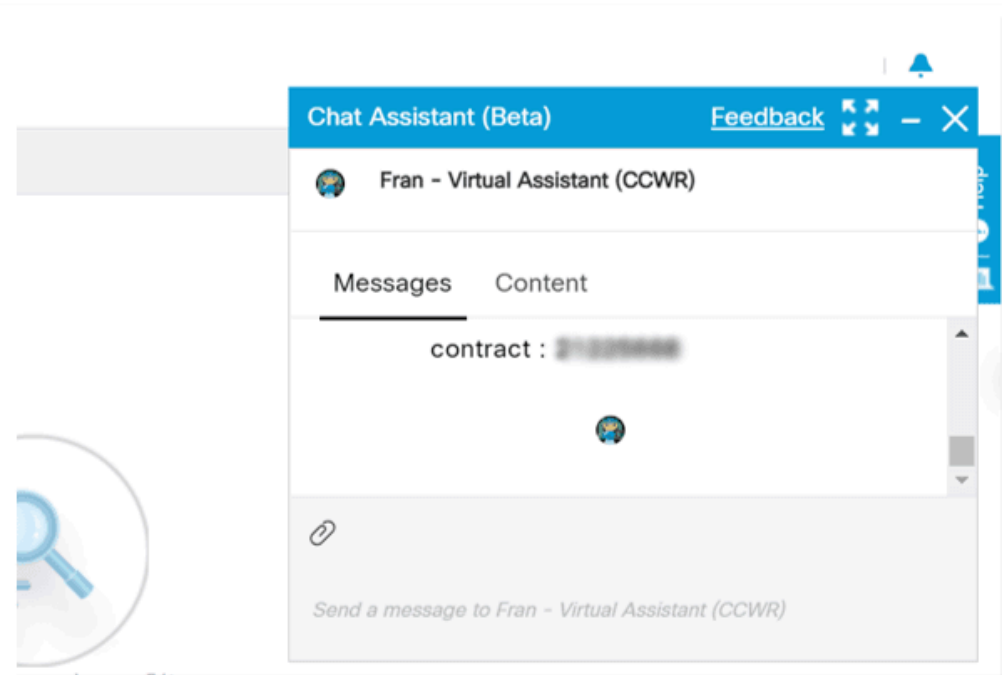


Or you may go to our Cisco Commerce site

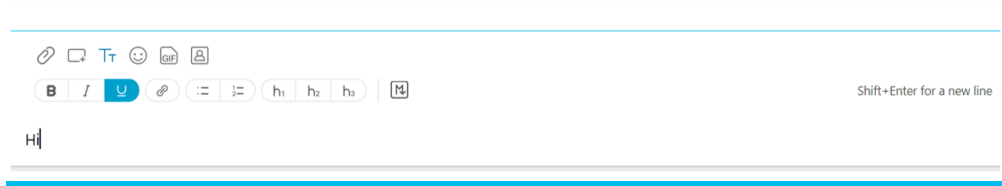
1. Go to CCWR – <https://ccrc.cisco.com/ccwr/>



Click the chat icon to initiate a BOT instance.



2. On the message window, type “Hi” and press enter



ChatBot provides you the list of options which can be leveraged to pull information

Commands

Availability

Get Quote Details	Cisco Internal and Partner
Get Serial Number Details	Cisco Internal and Partner
Get Instance Number Details	Cisco Internal and Partner
Subscribe to Quote Status	Cisco Internal and Partner
General Questions on CCW-R(FAQs)	Cisco Internal and Partner
Get Contract Details	Cisco Internal Only

Open full table in browser:

<https://ebooks.cisco.com/story/ccwr-fran-bot/page/2/3>

My Name is Fran, Cisco Commerce Renewals Virtual Assistant
I can help you with the following:

- Get Quote Details
- Get Serial Number Details
- Get Instance Number Details
- Get Contract Details
- Get Subscription Details
- Check User Bill to access
- Get User GU details
- Find Service Lineld for contract
- Conversion Failed Quotes
- Subscribe to Quote Status
- General Questions on CCW-R(FAQs)


3.Type “Get Quote Details” on the message window

Example: BOT asks for the quote number.


User inputs the quote number “48XXXXXXX” and BOT pulls the data

Availability : Cisco Internal and Partner


Get Quote Details

 Fran - Virtual Assistant (CCWR) 4:56 PM

Please enter the quote number

 You 4:59 PM

48XXXXXXX

 Fran - Virtual Assistant (CCWR) 4:59 PM

Details for Quote number 48XXXXXXX :

- Quote Status : **Valid**

- Deal Id : **Not Available**

- Price Protection End date : **Thu Dec 03 2020**

- Quote Net Price : **98066.19**

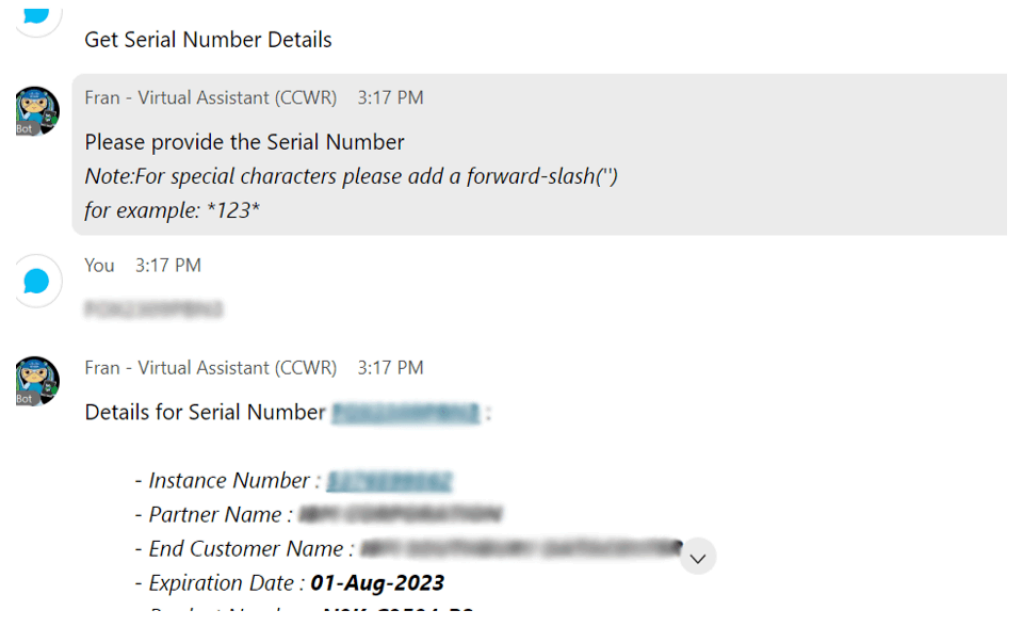
- Currency : **USD**

- Quote Type : **2-Tier**

4. Type “Get Serial Number Details” on the message window

Example: The BOT asks for the serial number.
User inputs the serial number “FOXXXXXXXXX” and BOT pulls the data

Availability : Cisco Internal and Partner



The screenshot shows a chat interface with a virtual assistant named Fran. The chat history includes:


- A system message: "Get Serial Number Details"
- A message from Fran: "Please provide the Serial Number
Note: For special characters please add a forward-slash(")
for example: *123*
- A message from the user: "FOXXXXXXXXX"
- A response from Fran: "Details for Serial Number [redacted] :
 - Instance Number : [redacted]
 - Partner Name : [redacted]
 - End Customer Name : [redacted]
 - Expiration Date : **01-Aug-2023**"

5. Type “Get Instance Number Details” on the window


Example: The BOT asks for the instance number.
User inputs the instance number “53XXXXXXXX” and BOT pulls the data

Availability : Cisco Internal and Partner


Get Instance number details

 Fran - Virtual Assistant (CCWR) 3:22 PM

Please provide the Instance Number

 You 3:22 PM

53XXXXXXXX

 Fran - Virtual Assistant (CCWR) 3:22 PM

Details for Instance Number **53XXXXXXXX** :

- Partner Name : **XXXXXXXXXXXXXXXXXX**

- End Customer Name : **XXXXXXXXXXXXXXXXXX**

- Expiration Date : **07-Sep-2026**

- Product Number : **C9300-DNA-A-48**

- Contract Number : **XXXXXXXXXX**

- Service Level : **SSTC**

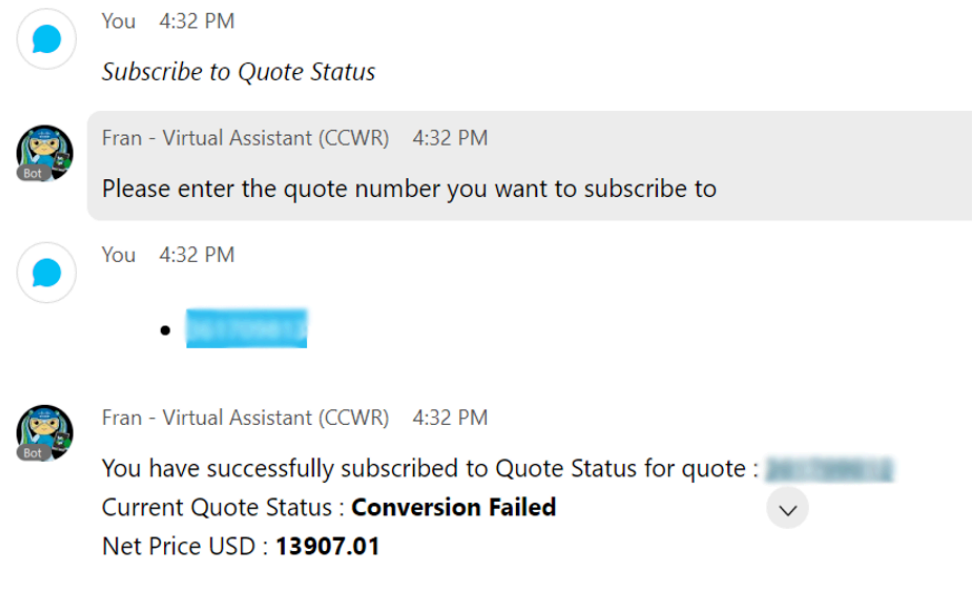
- Current Status : **ACTIVE**

6. Type “Subscribe to Quote Status” on the message window to follow a quote lifecycle and receive updates.

Example: The BOT asks for the quote number, user provides the “36XXXXXXX”

The BOT then subscribes you to the quote to receive future updates

Availability : Cisco Internal and Partner



The screenshot shows a chat interface with a user and a virtual assistant named 'Fran - Virtual Assistant (CCWR)'. The user initiates the process by typing 'Subscribe to Quote Status'. The bot responds by asking for a quote number. The user provides a quote number (blurred). The bot then confirms the subscription and displays the current quote status as 'Conversion Failed' and the net price as 'USD : 13907.01'.

You 4:32 PM
Subscribe to Quote Status

Fran - Virtual Assistant (CCWR) 4:32 PM
Please enter the quote number you want to subscribe to

You 4:32 PM
• [blurred]

Fran - Virtual Assistant (CCWR) 4:32 PM
You have successfully subscribed to Quote Status for quote : [blurred]
Current Quote Status : **Conversion Failed**
Net Price USD : **13907.01**

7. Type “General Questions on CCW-R(FAQs)” on the message window to get information on some of the frequently asked questions.

Example: The BOT responds with a list of options and the user can select any particular action to gain knowledge on that topic.

Availability : Cisco Internal and Partner



You 4:35 PM

General Questions on CCW-R(FAQs)



Fran - Virtual Assistant (CCWR) 4:35 PM

Here are some questions you can ask:


- How to perform data clean up in RR
- How to search for serial number information
- How to create an estimate
- What is price protection end date
- Can I create a mid-term takeover quote
- How to share a quote
- How can I apply filters
- How can I create a site ID

8. Type “Get Contract Details” on the message window

Example: The BOT asks for the contract number.
User inputs the contract number “10XXXXX” and BOT pulls the data


Availability : Cisco Internal Only

Get Contract Details




Fran - Virtual Assistant (CCWR) 3:35 PM

Please provide the contract Number



You 3:35 PM

10XXXXX



Fran - Virtual Assistant (CCWR) 3:35 PM

Details for Contract Number 10XXXXX :

- Contract Status : **ACTIVE**

- Contract Bill To : **WEST CORPORATION (WEST CORP), US**

- Financial/Distributor Bill To : **WEST CORPORATION (WEST CORP), US**

- Earliest End Date : **2021-03-29**

- End Customer : **WEST CORPORATION (WEST CORP), US**


- Service Level : **C4P**


9. Type “Get Subscription Details” on the message window


Example: The BOT asks for the Subscription number.
User inputs the subscription number “SuXXXXXXX” and BOT pulls the data

Availability : Cisco Internal Only

Get Subscription Details

 Fran - Virtual Assistant (CCWR) 3:37 PM
Please provide the subscription Id

 You 3:38 PM
SuXXXXXXX

 Fran - Virtual Assistant (CCWR) 3:38 PM
Details for Subscription Id SuXXXXXXX

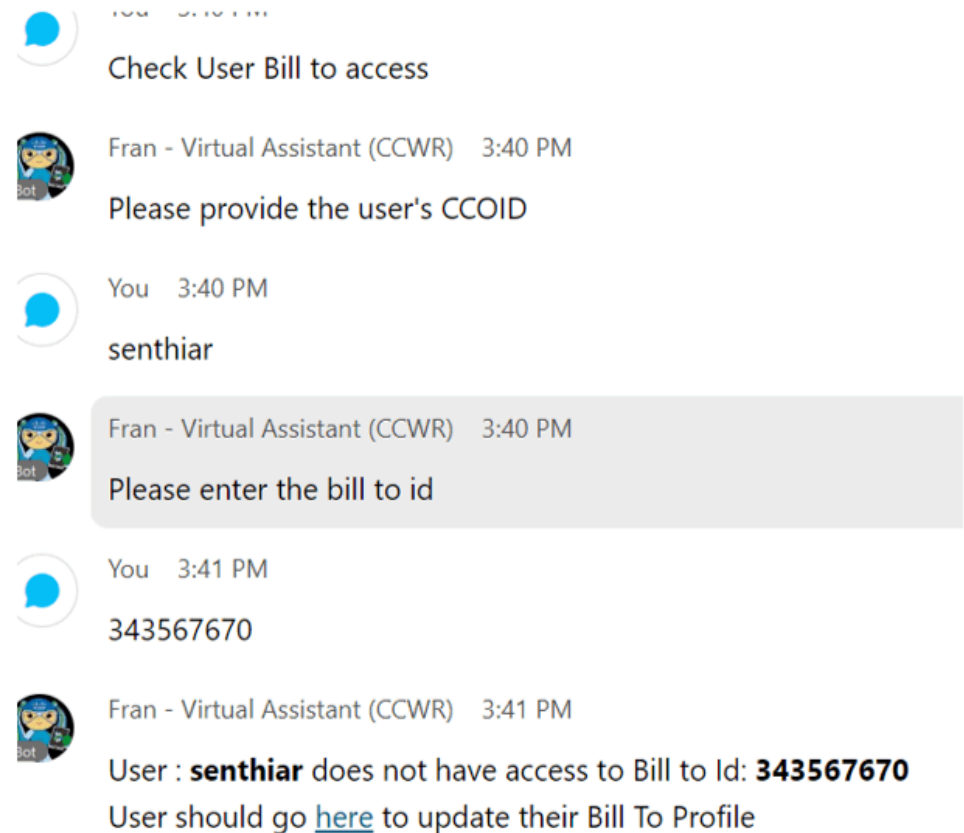
- Subscription Status : **ACTIVE**
- Product Name : **UMB-NFR-SUB (Umbrella Cloud Security Subscription)**
- Account Type : **Annuity Channels**
- Financial/Distributor Bill To : **SEPT 02 COLLEMBAR & CO. S.A.S. (FRANCE)**
- Start Date : **2021-01-31**
- End Date : **2022-01-30**
- End Customer : **SEPT 02 COLLEMBAR & CO. S.A.S. (FRANCE)**

10. Type “Check User Bill to access” on the window

Example: The BOT asks for the CCOID, user provides the CCOID “senthiair”

The BOT then asks for the Bill to ID.
User provides the Bill to ID “343567670”, BOT then validates and lets you know if you have access and provides link to request for access if you don’t have

Availability : Cisco Internal Only



The screenshot shows a chat interface with a virtual assistant named Fran. The chat history includes:

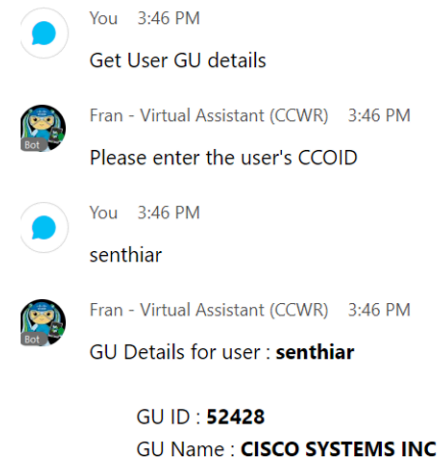
- A blue bubble from the user: "Check User Bill to access"
- A blue bubble from Fran - Virtual Assistant (CCWR) 3:40 PM: "Please provide the user's CCOID"
- A blue bubble from the user: "senthiair"
- A blue bubble from Fran - Virtual Assistant (CCWR) 3:40 PM: "Please enter the bill to id"
- A blue bubble from the user: "343567670"
- A blue bubble from Fran - Virtual Assistant (CCWR) 3:41 PM: "User : **senthiair** does not have access to Bill to Id: **343567670**
User should go [here](#) to update their Bill To Profile"

11. Type “Get User GU details” on the message window

Example: The BOT asks for the CCOID, user provides the CCOID “senthiair”

The BOT provides the GUID information of the user

Availability : Cisco Internal Only

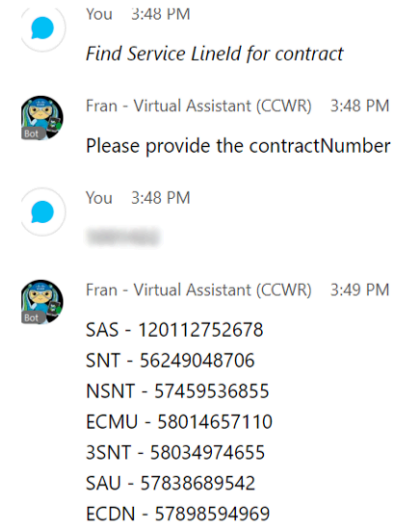


12. Type “Find Service Lineld for contract” on the message window

Example: The BOT asks for the contract number, user provides the contract number “10XXXXX”

The BOT provides the service line information

Availability : Cisco Internal Only



13. Type “Conversion Failed Quotes” on the message window to find all the failed quotes

The BOT responds with 3 options:

- Conversion failed report for quote
- Conversion failed report for time period
- List conversion failed quotes

Availability : Cisco Internal Only



You 3:59 PM

Conversion Failed Quotes



Fran - Virtual Assistant (CCWR) 3:59 PM

I can help you with the following:

- *Conversion failed report for quote*
- *Conversion failed report for time period*
- *List conversion failed quotes*

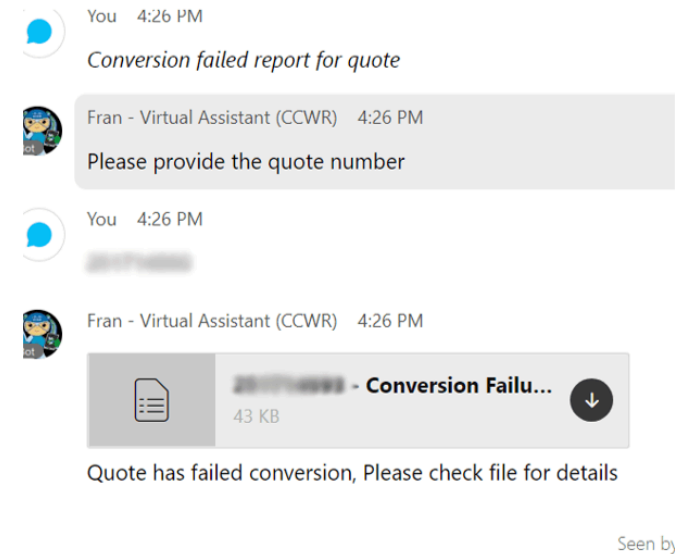
Seen

13. Type “Conversion failed report for quote” on the message window

Example: The BOT asks for the quote number, user provides the quote number “25XXXXXXX”

The BOT then pulls the failed quote to be downloaded locally.

Availability : Cisco Internal Only

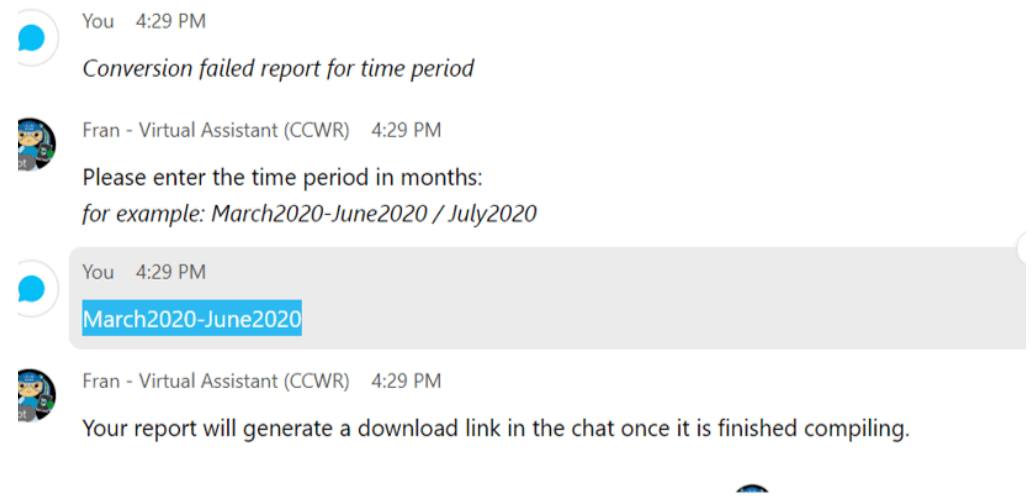


14. Type “Conversion failed report for time period” on the message window

Example: The BOT asks for time period, user provides the time period say “March2020-June2020”

The BOT then pulls the data.

Availability : Cisco Internal Only



15. Type “List conversion failed quotes” on the message window to pull all the failed quotes which missed conversion

The BOT displays the list conversion failed quotes

Availability : Cisco Internal Only



You 4:22 PM

List conversion failed quotes



Fran - Virtual Assistant (CCWR) 4:22 PM

A total of 88 have failed conversion, Here's 10 of them:

- 361709813
- 271682300
- 421189386
- 391707414
- 381712407
- 421228425
- 201748373
- 231746519
- 391700830

Thanks for viewing the CCW-R Fran Bot

How to | User Guide

