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

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Agenda

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

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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

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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

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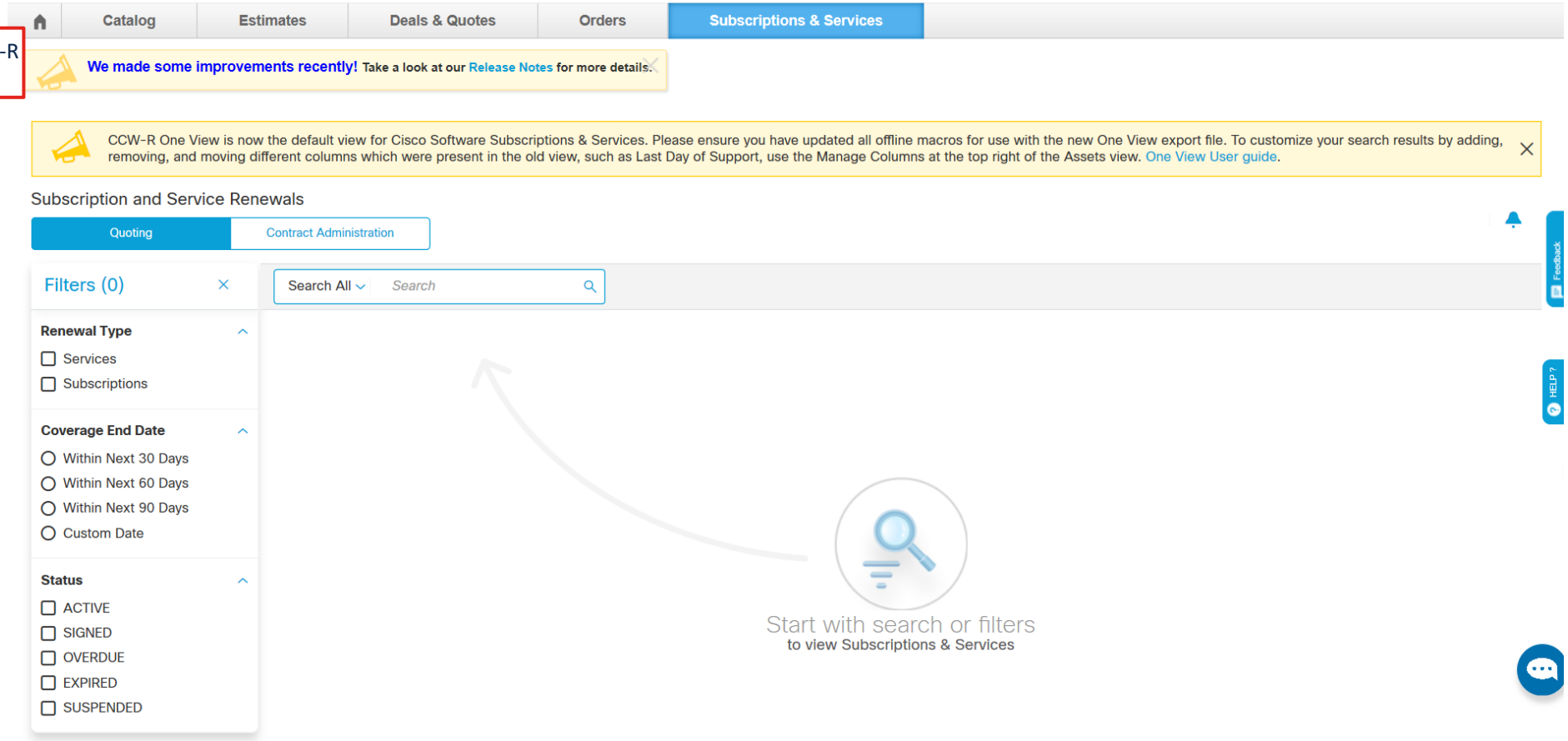
CCW-R

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

One View CCW-R

1 One View CCW-R



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

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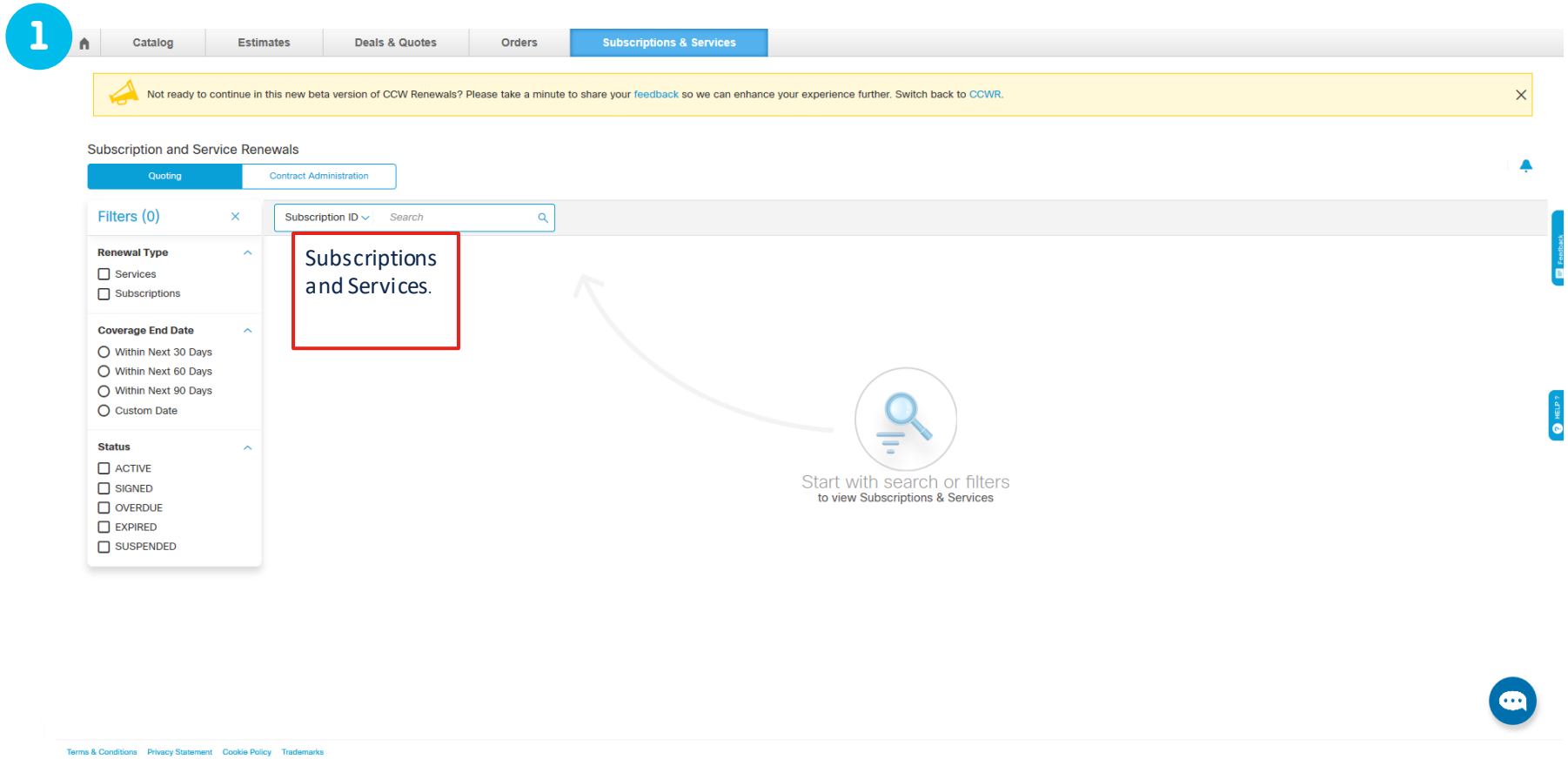
Full Screen Navigation experience

Landing Page



1 Subscriptions and Services.

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

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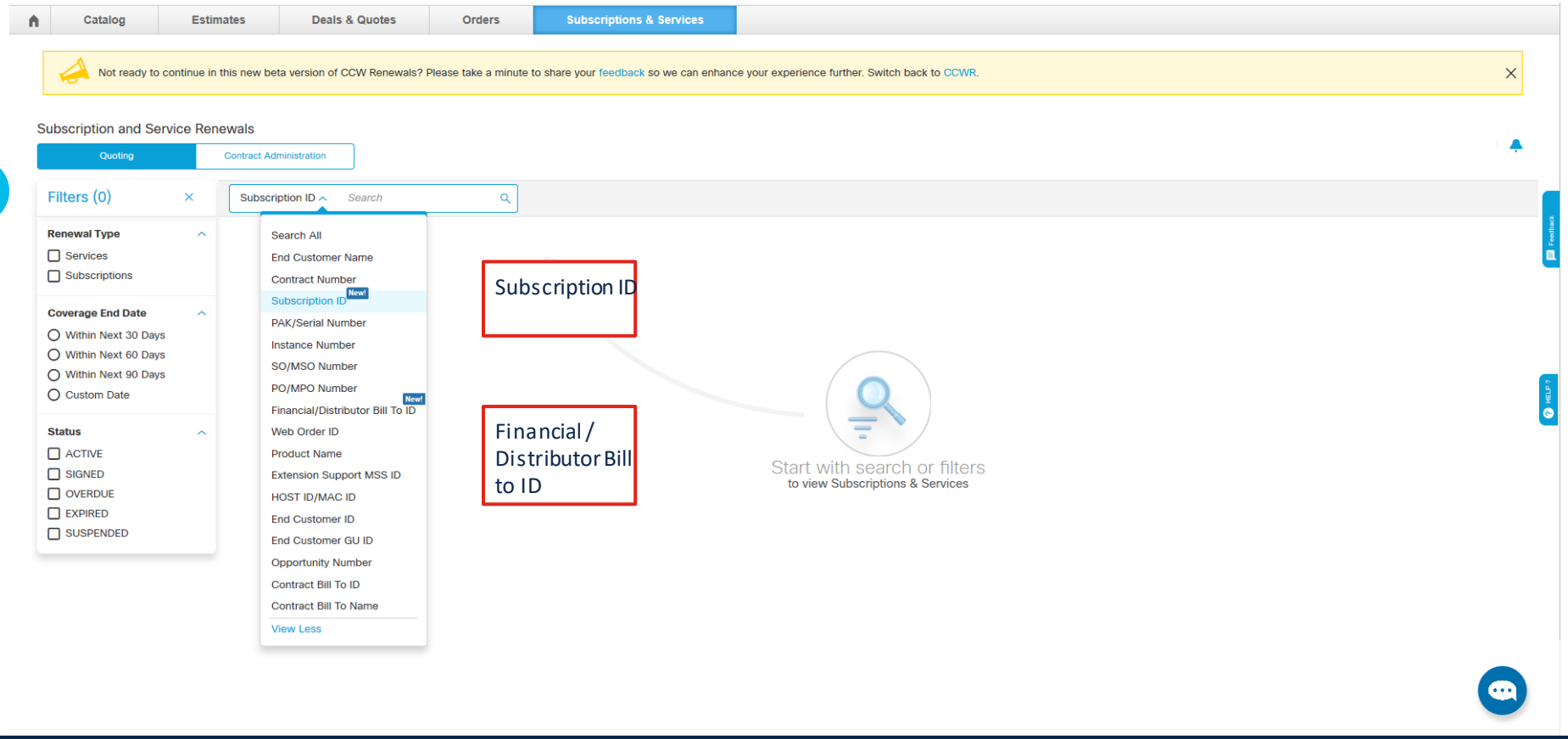
Search Criteria Enhancement

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.

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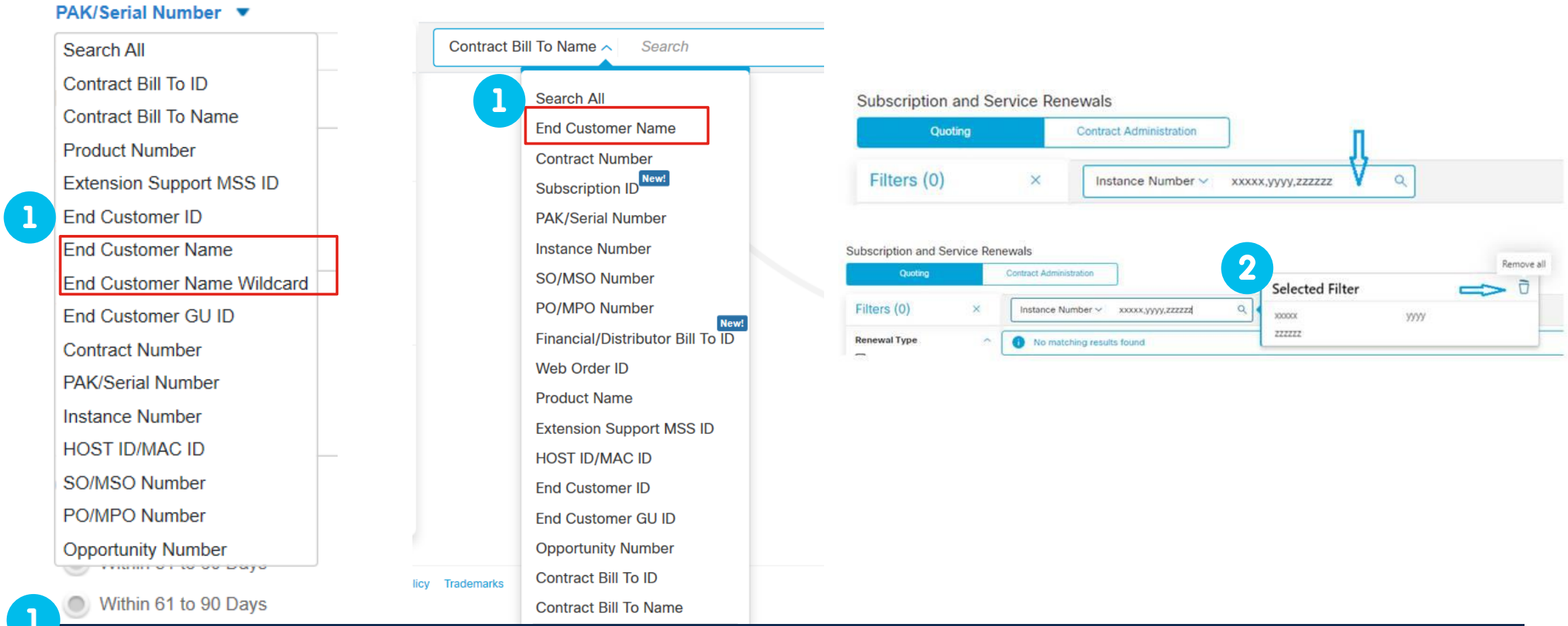
Search Capability Enhancement

New searching capabilities



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

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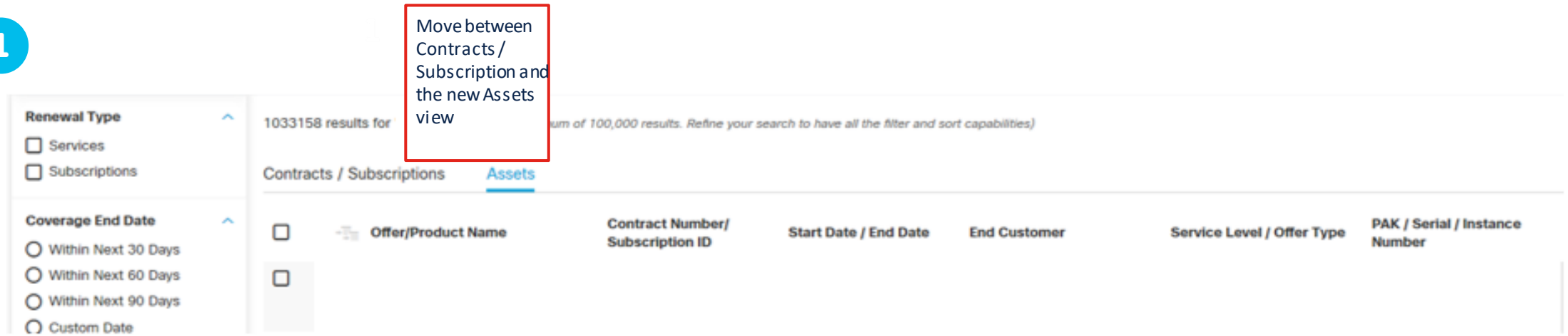
Switch Search results view between Contracts / Subscription and the new Assets tab

1



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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.

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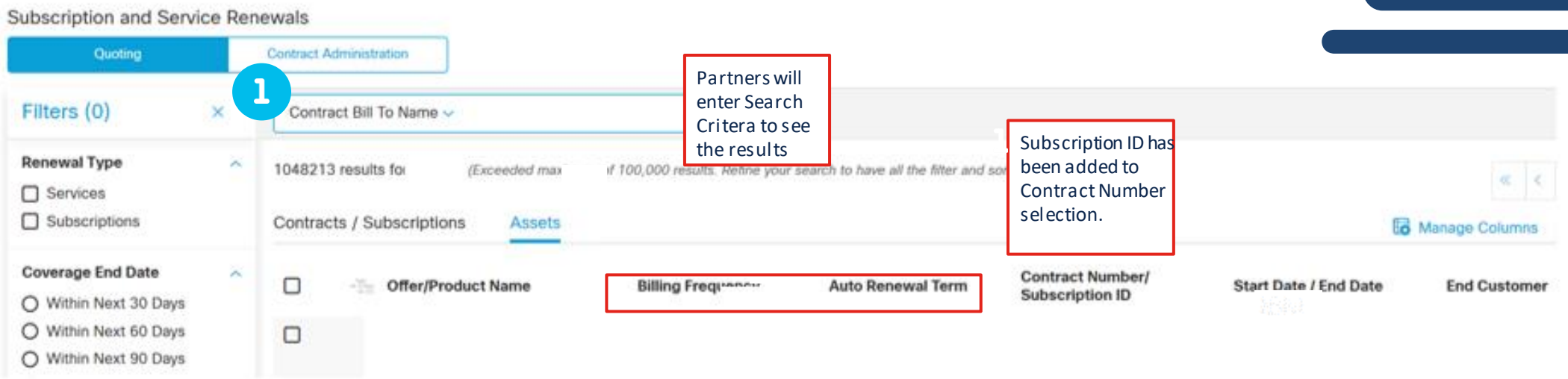
New Columns Added

End of Support is now called Last Day of Support in One View .



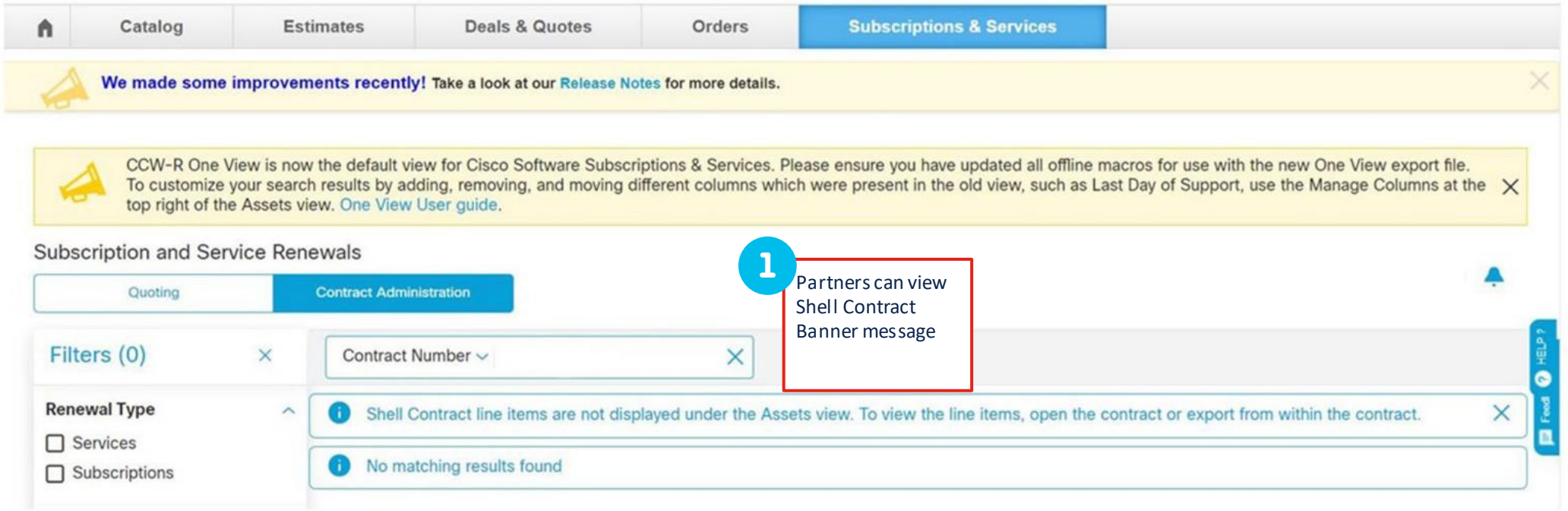
1

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



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.

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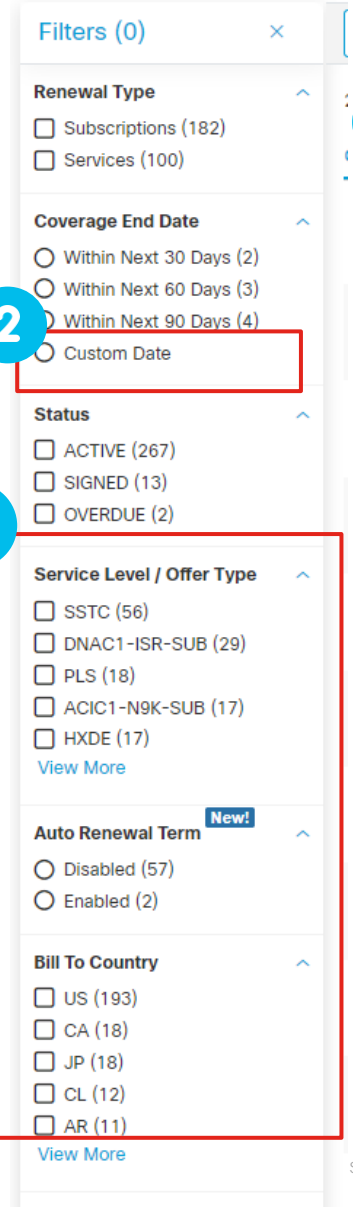
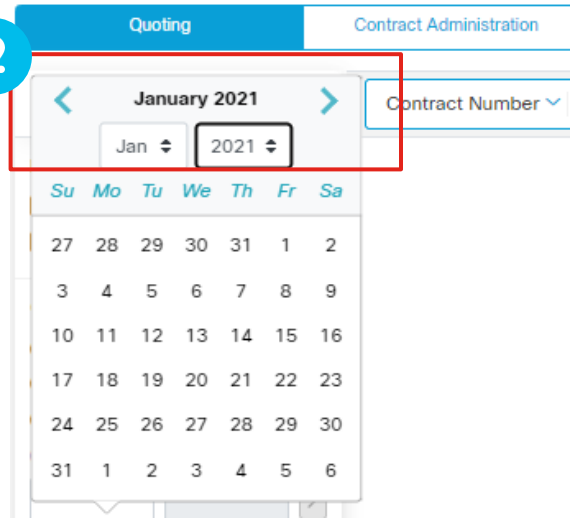
Filters Enhancements





1. Users will now see New Filters Options in Contract/Subscription and Asset View.
2. User will now see improved Custome Date filter calendar

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

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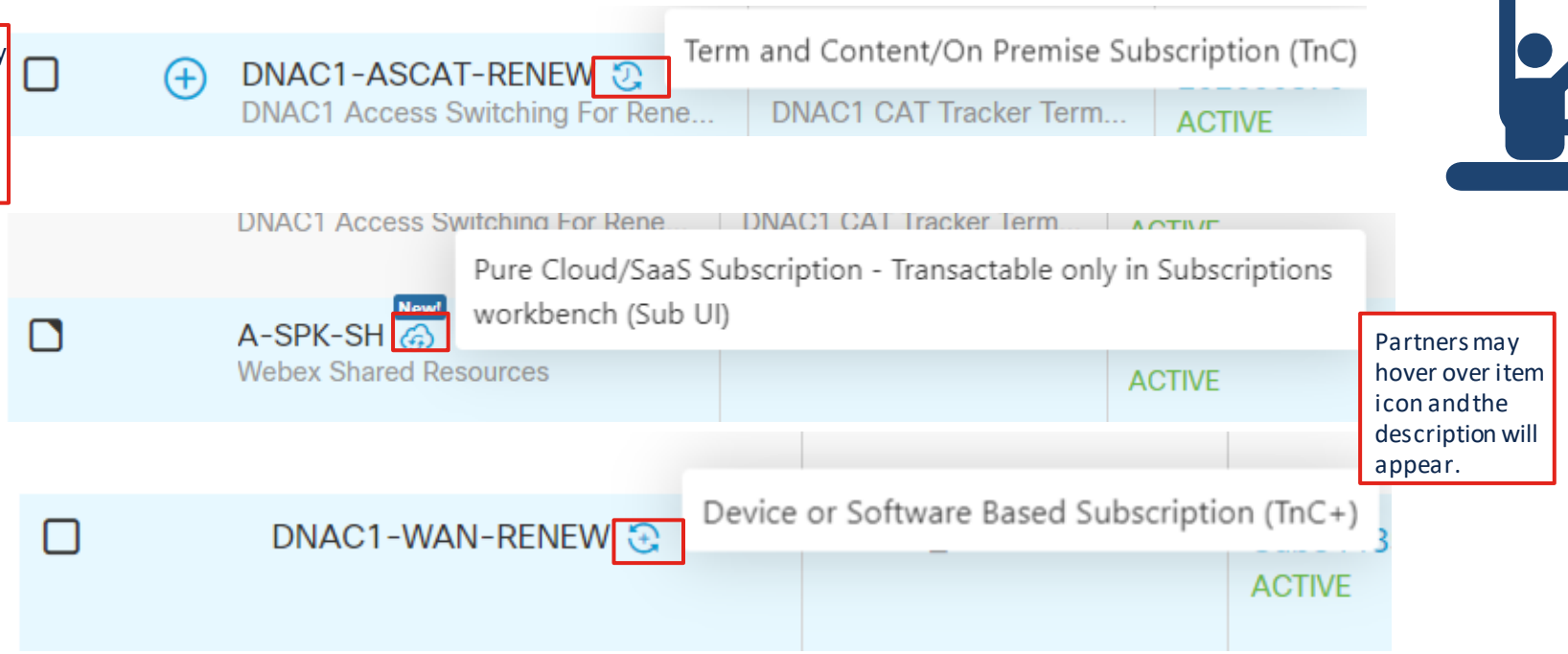
New icons display important info about the type of subscription



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.

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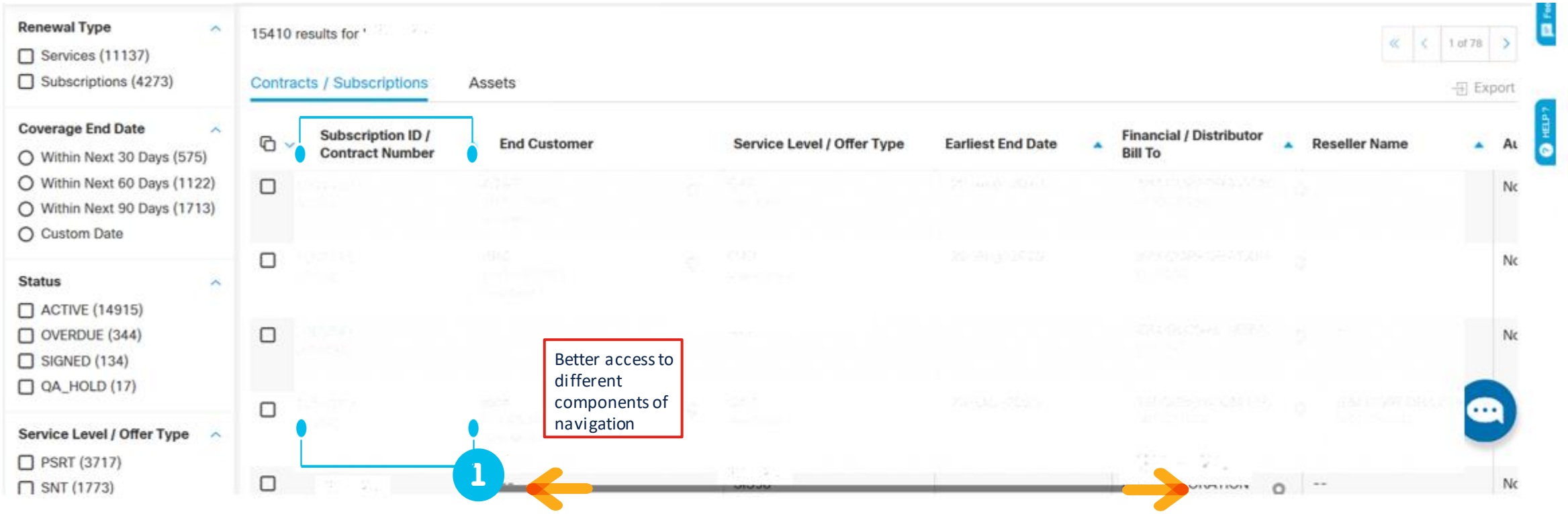
Horizontal scrolling with Column Freeze



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

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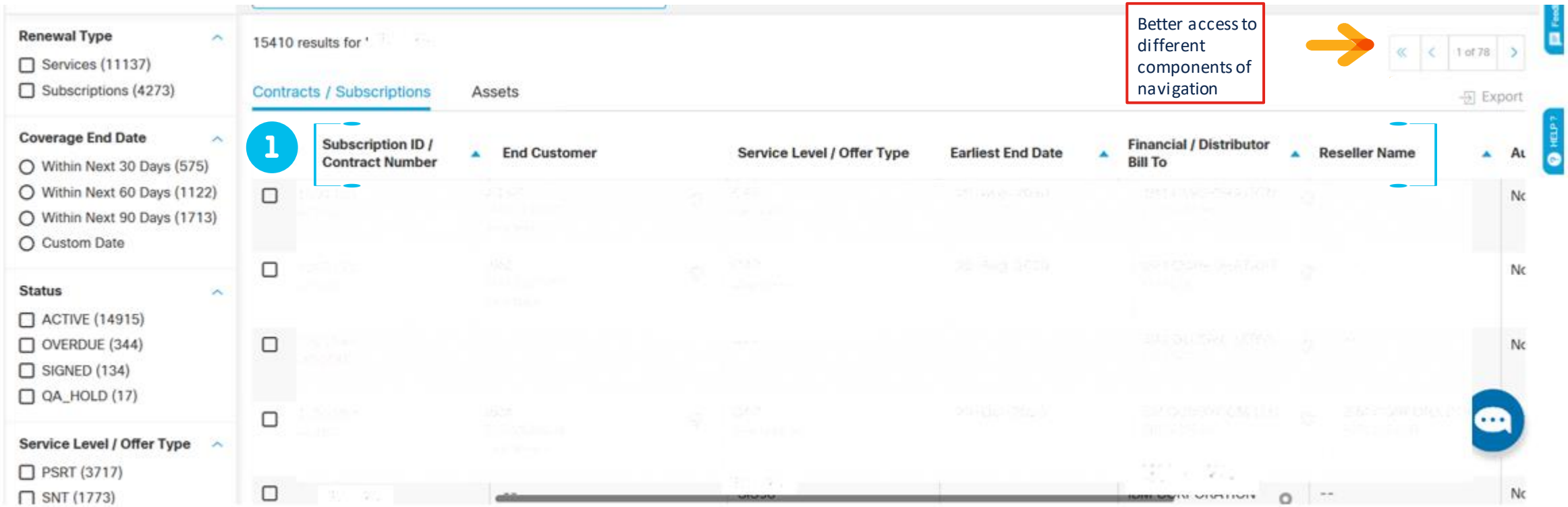
Vertical Scrolling with Frozen Top Row and Pagination Controls



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.

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Customize and Manage Columns in Assets View results

1

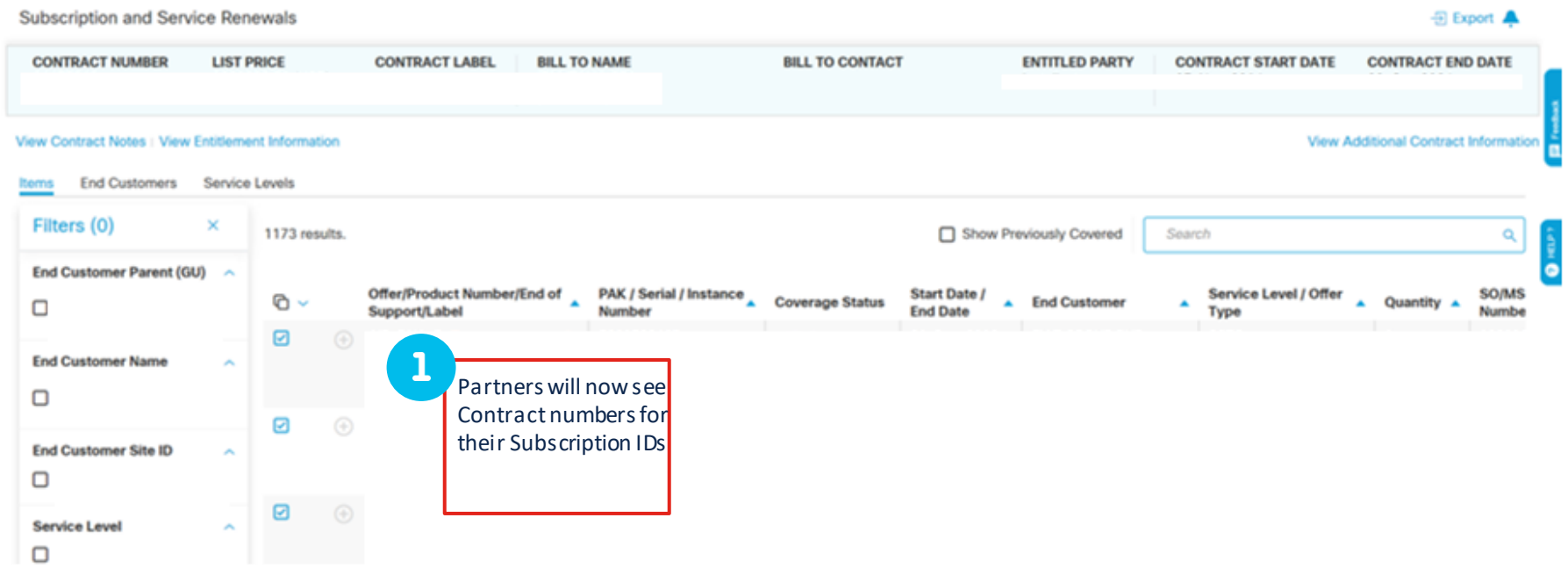
Better access to different components of navigation.

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



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.”

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Initiate a unified Renewal Quote for Services and Software Subscriptions

Including recent device and software-based subscriptions DNA/ACI

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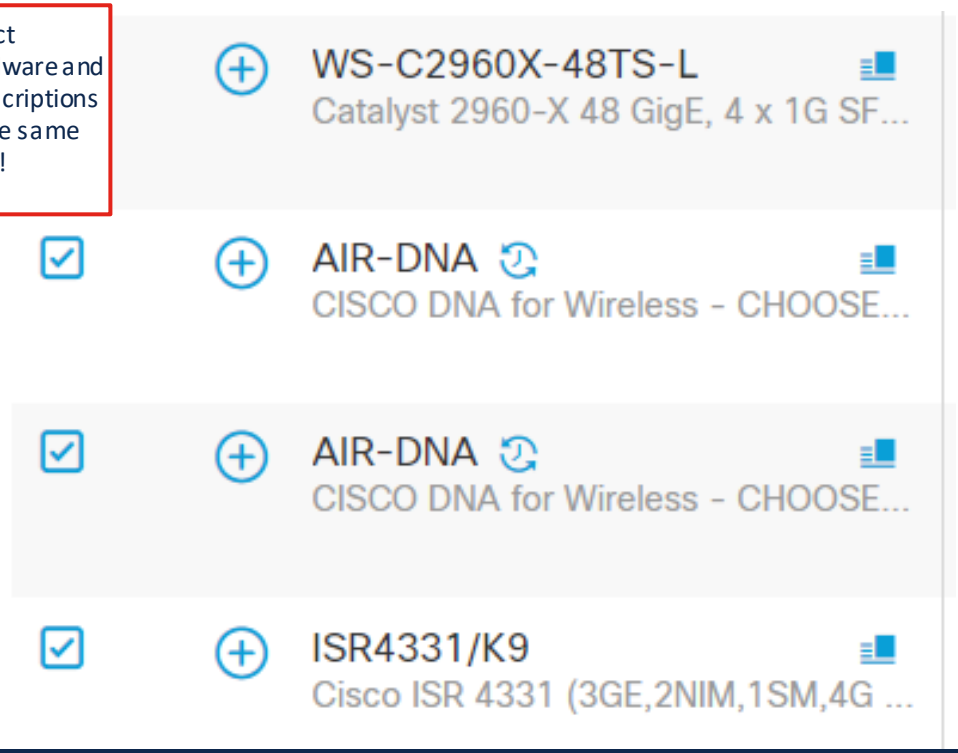
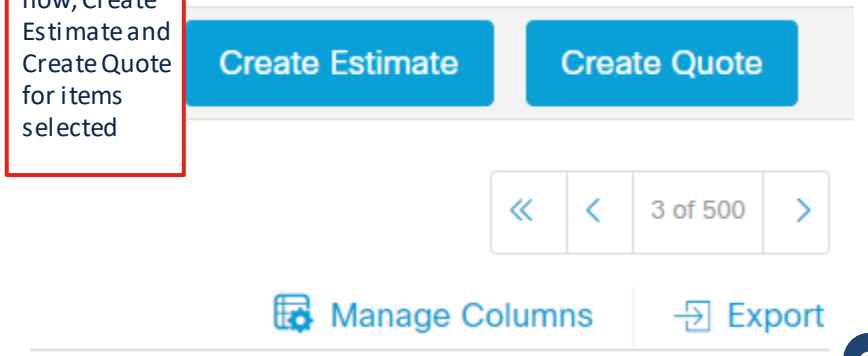
Select hardware and Subscriptions at the same time!



2

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



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.

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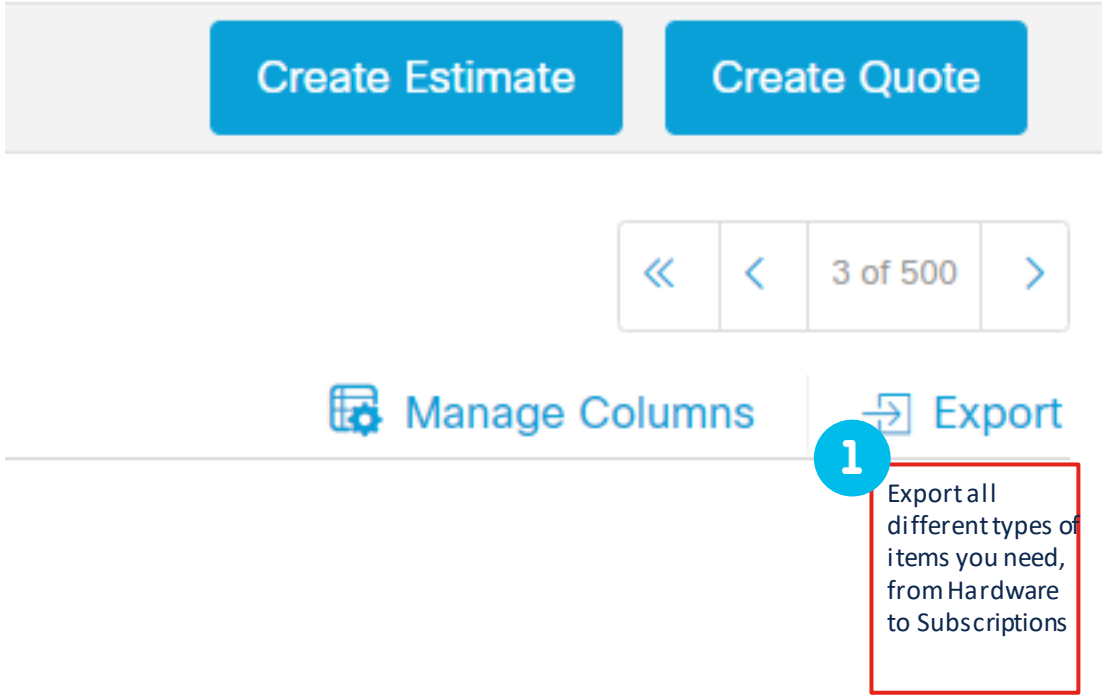
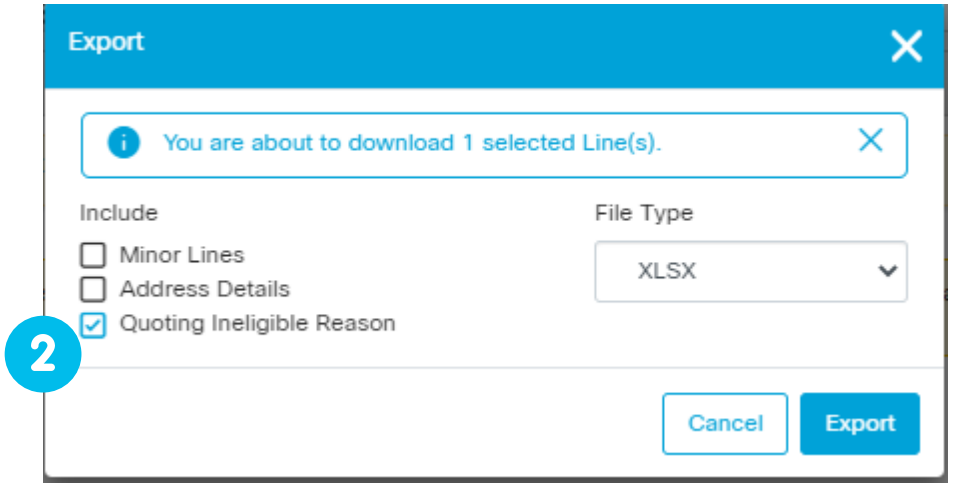
Export Functionality





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.

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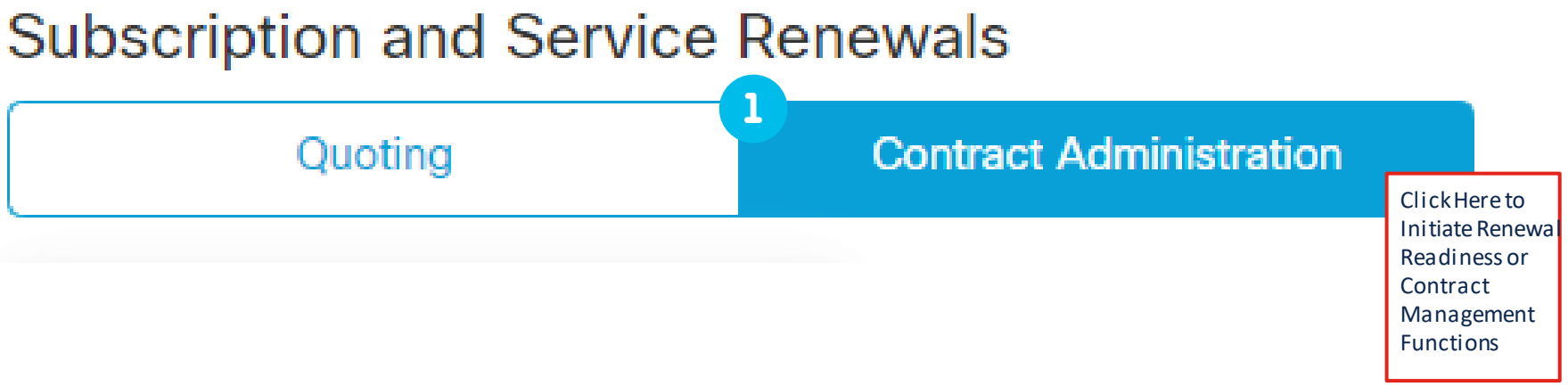
Contract Administration



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

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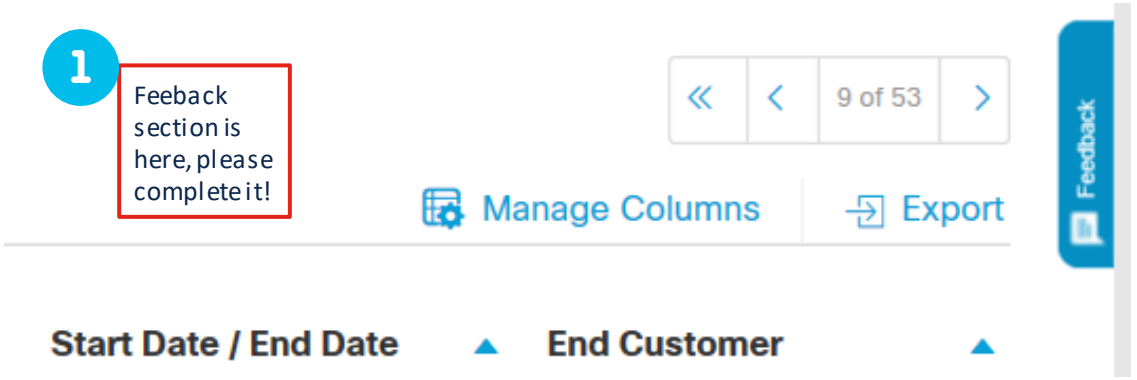
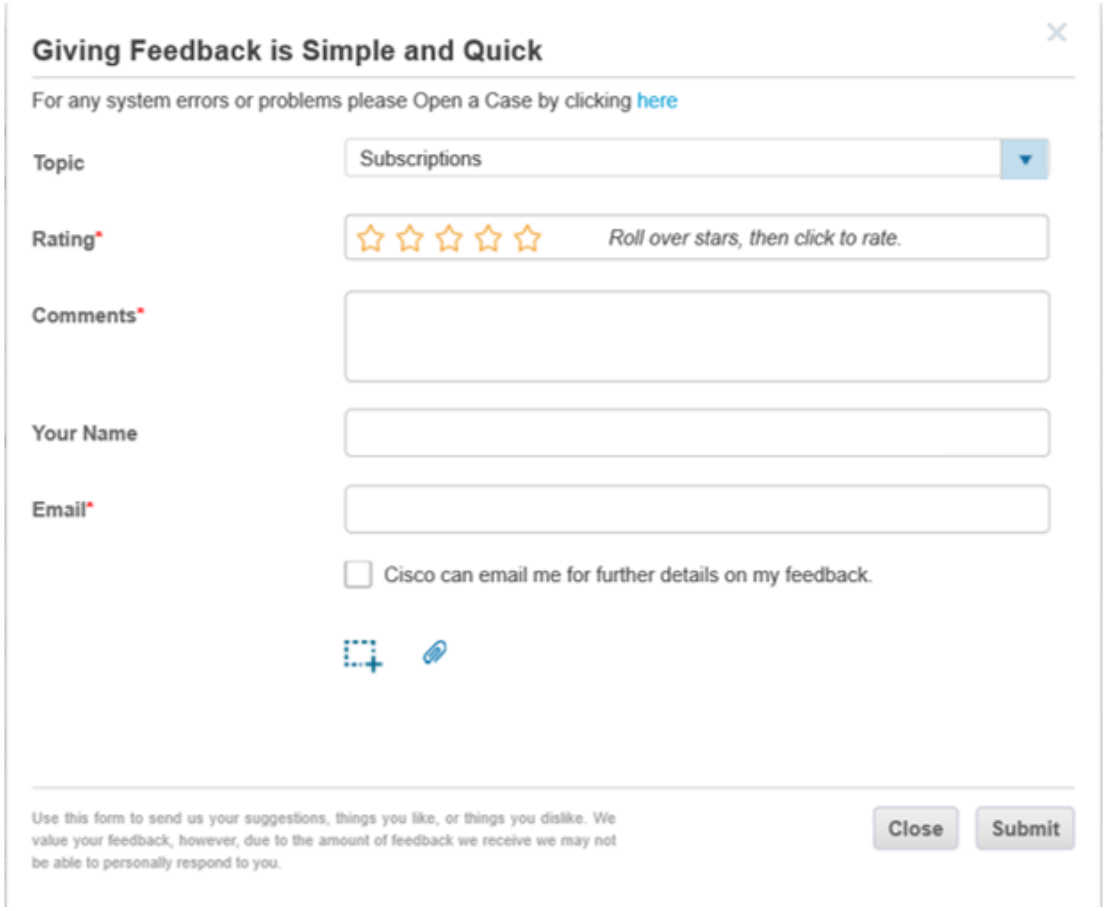
Provide Feedback in One View





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!

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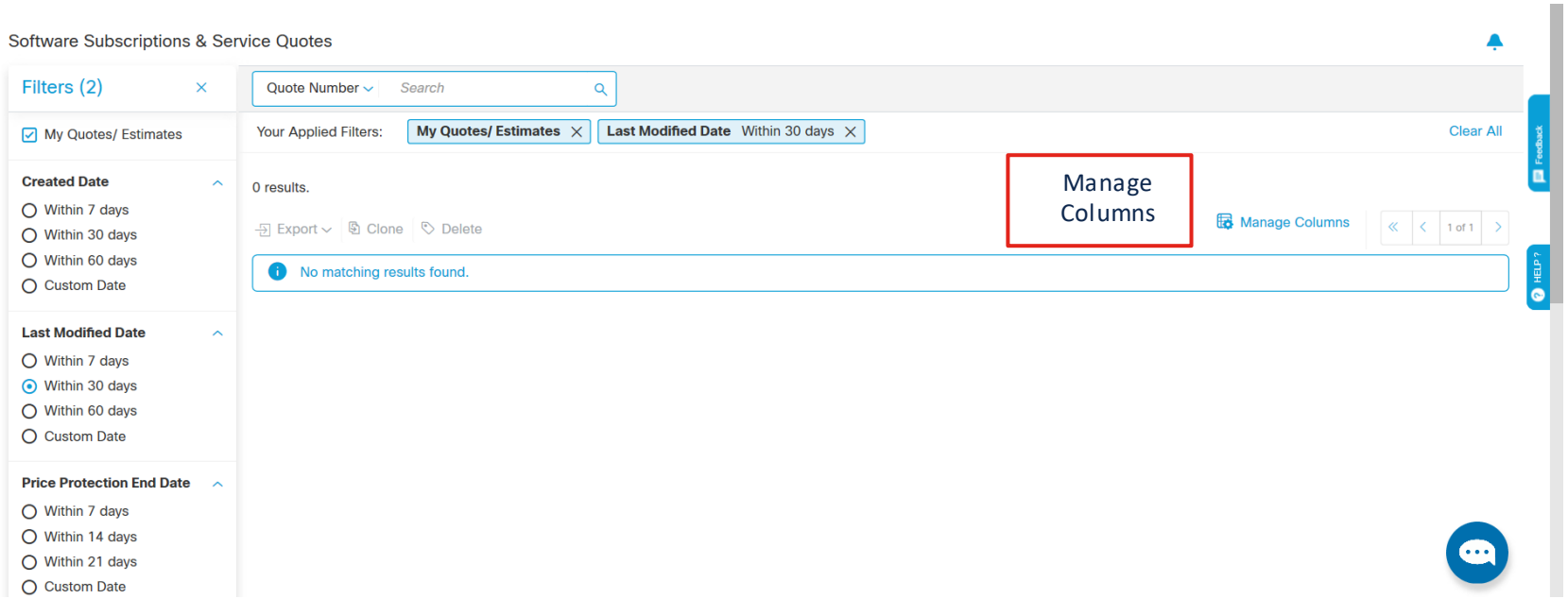
Quote Manager Full Screen with Manage Columns

1

Partners may now see Quote Manager full screen



1

Customized UI columns in Quote Manager

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

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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.

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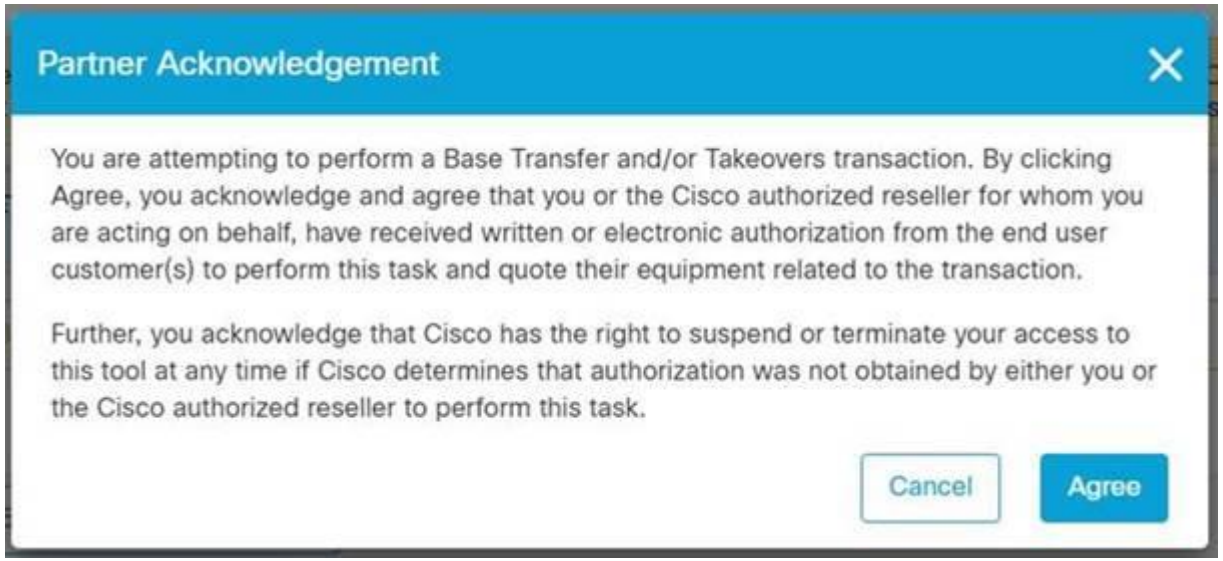
Partners Takeover Acknowledgement

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

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Transactions Manager Full Screen

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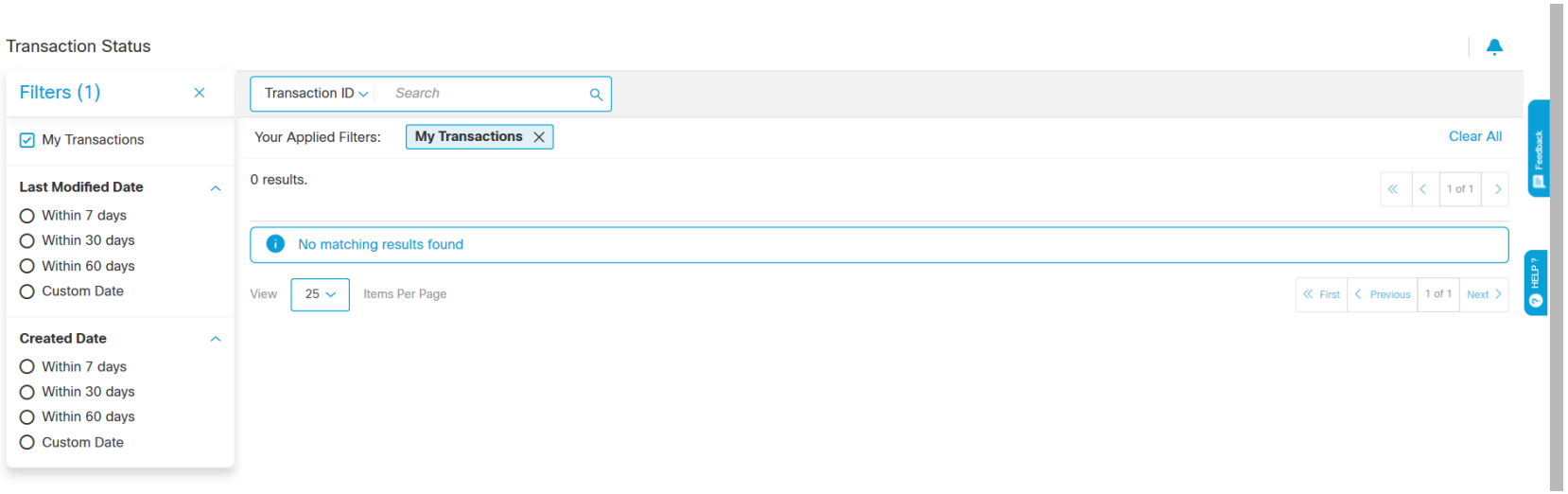
Partners may now see Transactions Manager full screen



1

Full Screen for Transactions Manager view

Partners will now see Transaction Manager full screen.

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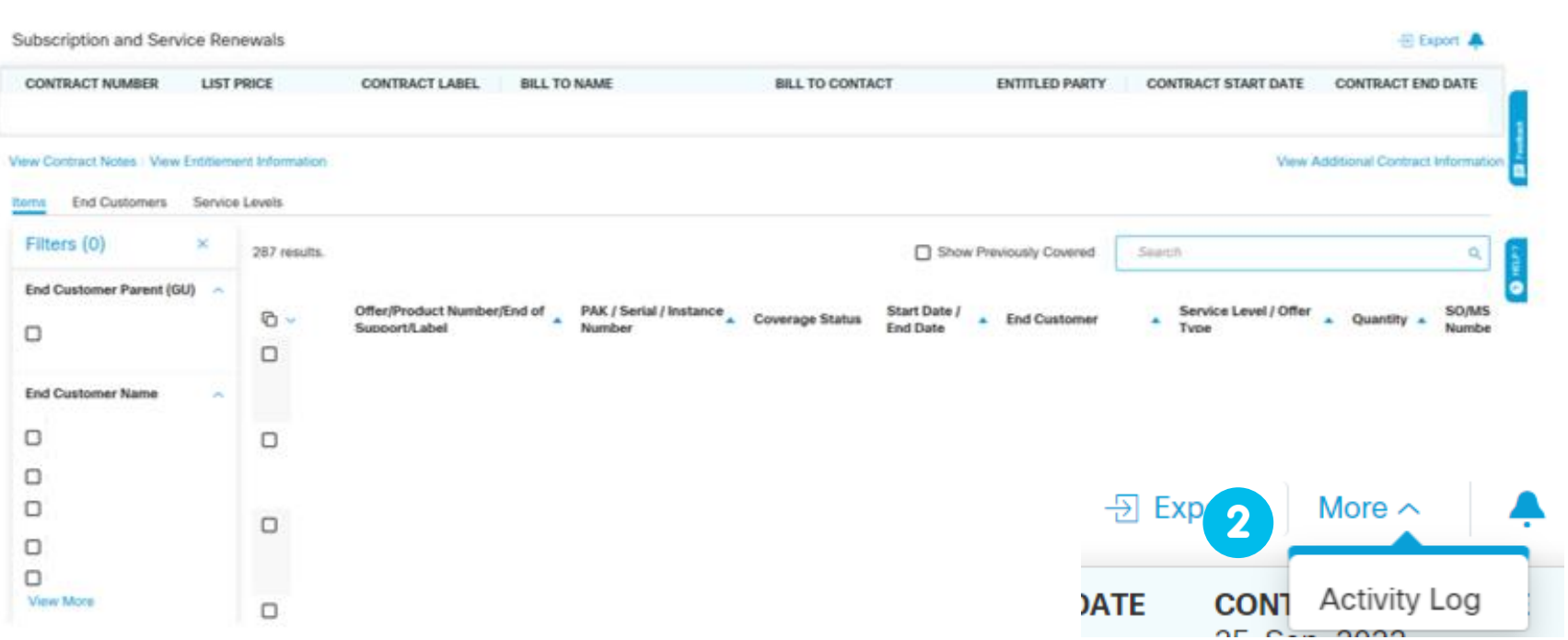
Contract Details Full Screen and Activity Log

1 Contract Details available in one view



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.

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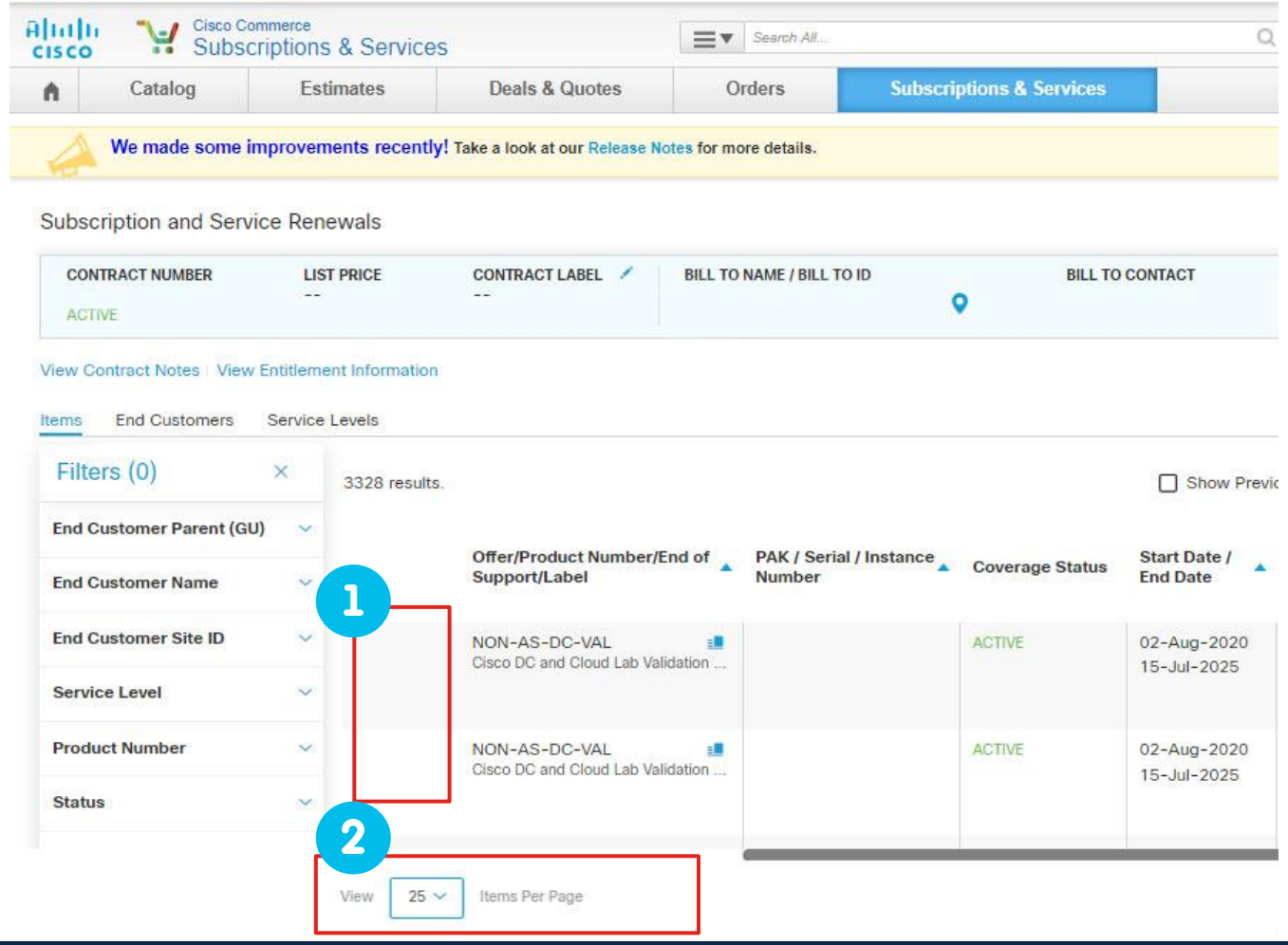
Contract Detail parity for Shell Contract



1. There will be no expand configuration icon visible on the contract lines like CCWR legacy version to bring parity.
2. The "Move Products" & "More Actions" buttons on the left-side bottom, will not be visible in Contract Details Page.