



Service Desk Local KT Transition – Cameo Global

Local Knowledge Transfer Playback (Americas, APJC and EMEAR) - GSTS



Participants

Date : 3rd Dec 2018 – 7th Dec 2018

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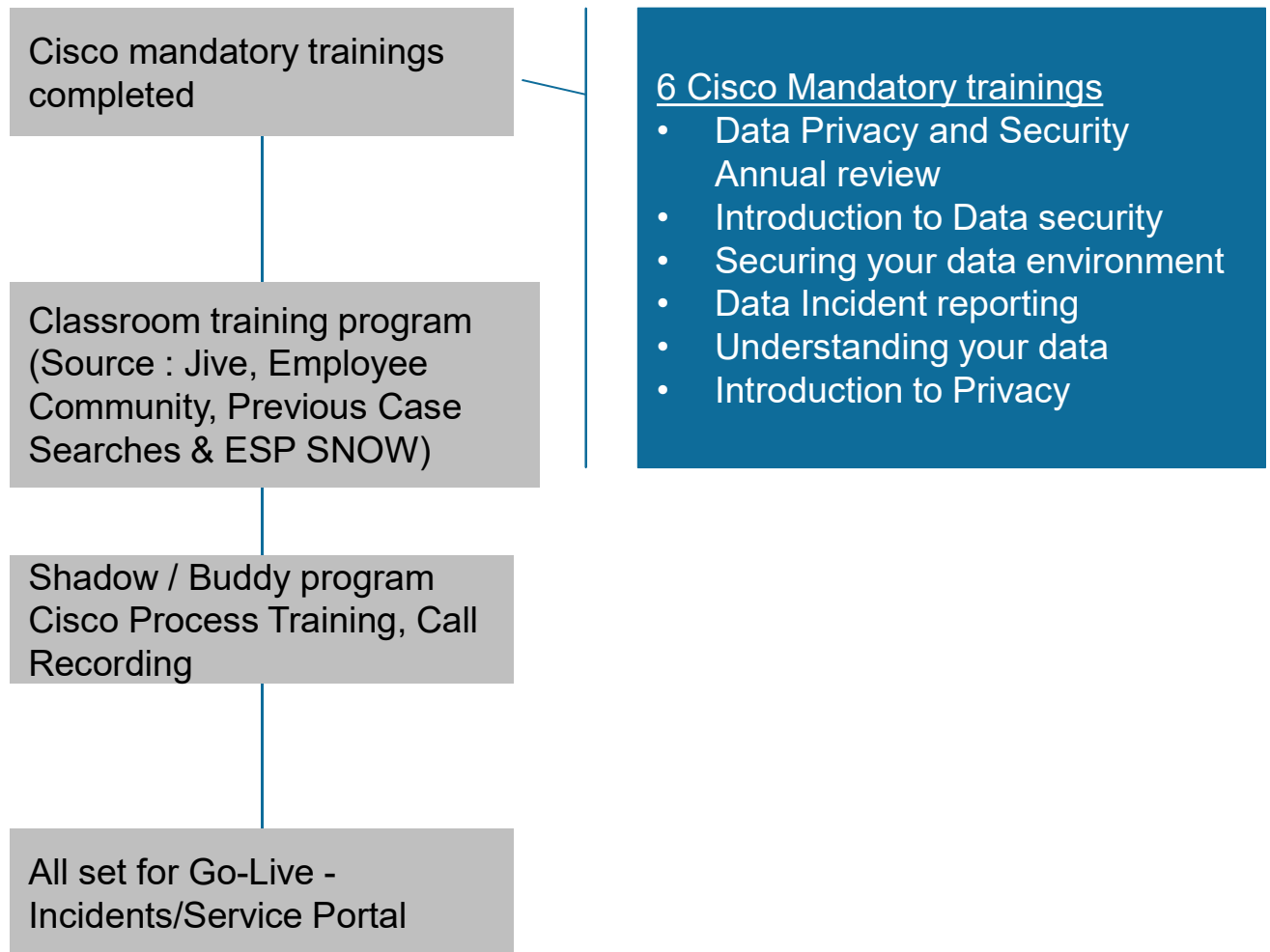
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Agenda

KT Topics

Topic	Slide No:
• SD Analyst Onboarding	4-5
• Scope of SD support	6-8
• Chat Support Process	9
• Incident Management –	10-28

SD Analyst on-boarding process



Application list required for SD analyst

Required	Required
Service Now/ESP	Jive
WebEx Conference Access	Mailer List – Leads & SDM
BitLocker – Windows, FileVault - MAC	Employee Community
Active Directory Groups	Finesse – CTIOS (Agent IDs, Sup ID (Leads) - EStore
eServeCloud (Click 2 Chat Tool)	Production Phone Cluster access
Password Generator	My Deal Manager
OnRamp – (Clone of Wipro agents with IBM)	Opportunity Management & Forecasting (OMF) UI/Hierarchy verification
AD Account Management	SHARE
Jabber, Cisco AnyConnect	SFDC - Salesforce.com
Deal Check Point	PSS Bookings tool
eStar	SAVM – Sales Account View Manager
Global Claiming Tool	Information Only
MBR(AM, Direct, Channels and 360)	Jive / Employee Community
IAM – Identity Access Management	

Scope of SD support

Assets, Countries in Scope and Volume Information

■ Hardware assets:

- Laptops :
 - MAC – MacBook Pro 13 and MacBook Pro 15
 - Windows – Lenovo T480, X1 Carbon 6th Gen, P52 & MS Surface Pro (USA Only)
- Desktop : Lenovo M910, P520, P720
- Desk phones – Cisco IP Phone 8865, 8821, 8841, 8865 NR (China only)
- Mobile phones (majority of which are iPhones and Android – Only Samsung Galaxy series)
- Printers – RICOH & Xerox

■ Theaters and Countries in-scope:

Region + Country	Count
EMEAR	50
APJC	20
ME	10
LATAM	9
AMER	8
Grand Total	97

Scope of SD support

Volumes & Peak Information

■ Volumes and Peak Information:

- Phone calls: 900 calls per month
- Medium : Calls, Chat, ESP/SNOW – Web, Self-service Portal
- Major contributors : Salesforce.com, CCW SFDC Sales quoting, MBR, MDM, GAP & OMF issues
- Peak hours: 4:30 PM – 1200 AM IST and a mini-peak between 4:00 AM – 8:00 IST. (Monday – Thursday)
- Peak day: Monday & Wednesday. Trend: drops gradually across the week. Lowest volumes on Friday & during Shut down and Holiday period
- Peak Volumes are during start of Q1 (Jul-Sep)
- Volume: Incident tickets – 3000 (approx.) and Service Request – 150 PM
- eGain Chat Volume: 150 chats PM.
- Support hours and Service Window
 - 24x7 for Tier 1 English
 - 8 x 6 for Japanese and Mandarin
- No of Users – 25,000

Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Grand Total
Chat	19	51	82	64	82	67	101	205	81	101	77	930
Email	103	130	101	129	195	132	137	183	201	221	210	1742
Phone	1034	899	1085	877	996	905	975	1539	1332	1175	1020	11837
Portal	1102	978	1201	1360	1521	1152	1249	1909	1908	1885	1718	15983
Web	69	59	54	56	40	47	51	96	87	83	67	709
Grand Total	2327	2117	2523	2486	2834	2303	2513	3932	3609	3465	3092	31210

Out of Scope List

Out of Scope applications

- Cisco Technology Migration Program (CTMP)
- Deal Validation and Reporting (DCP)
- Enterprise Pricing Solution (EPS)
- Safety, Security and Business Resiliency (SSBR)
- SSBR Customer Assistance
- Personalized Messaging Tool (PMT)
- Leasing and Financing Pricing
- Leasing and Financing Sales

- Email is out of scope

Chat Support Process

Chat Tool :Click to Chat Tool and eServeCloud

- Click to Chat Channel offers Chat Support to the following services – HR Support, Technical Support, WPR Support, Finance and Expense, Procurement, Contingent Worker, Card Services, Cisco Travel, Learning Services
 - Total Volume: 50000+ Chats per volume out of which Service Desk Volume : 14000+ chats / quarter (15% of Overall Quarterly Remedy Case Handled Volume)
 - Support would be ONLY in English.
 - Categorization for chat cases will be same as the ESP Service now Tool's cases.
 - eServe Cloud is the replacement for Click to Chat tool - Go Live scheduled @ 17th December 2018
 - Steady State Support : Link for general support and configuration like general enquires, addition or removal of analyst, agent shortcuts, KB and chat deflection, addition of new ques and templates, reporting assistance, training assistance, tool errors, to open a ticket: https://cisco.service-now.com/sp?id=search&bt=*&filter_string=serviceoffering:%27C2CES%27
 - Knowledge Article :
 - Chat Support training link : <https://cisco.box.com/s/8n5bp7cvyucmmhujurg4v56p3x2qx7>

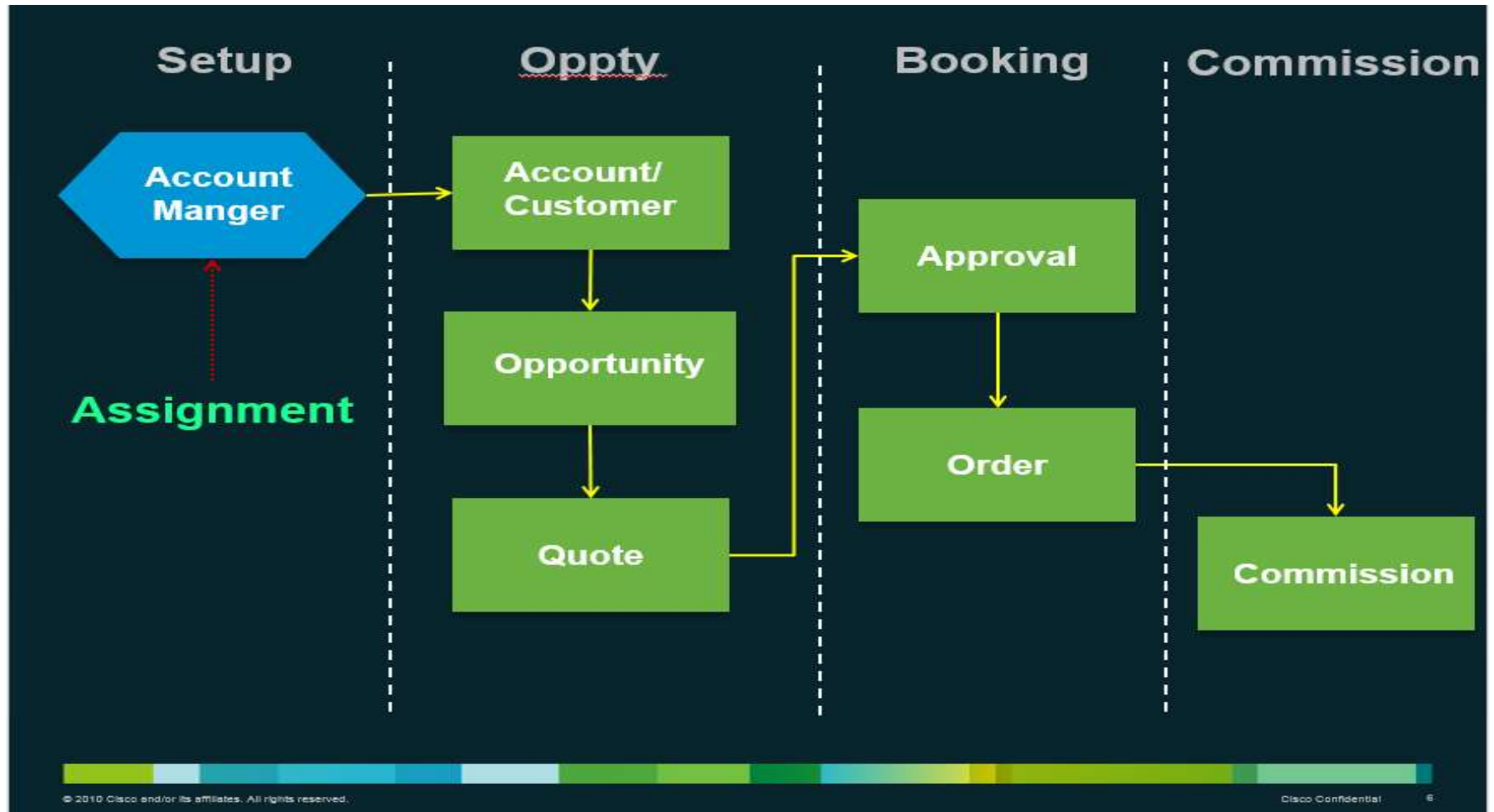
Incident Management

ESP / ServiceNow

- ESP is the ITSM tool for Cisco, where cases are created, documented and routed to different teams if required
- Link to the ESP tool : <https://cisco.service-now.com>
- Clients look at their Incidents via the At Your Service portal: <http://atyourservice.cisco.com/> which redirects to <https://cisco.service-now.com/sp> and they can navigate from there.
- Direct links are emailed to the Impacted User when an Incident is created : https://cisco.service-now.com/sp?id=ticket&table=incident&sys_id=VERY_LONG_HEX_NUMBER

Incident Management

Account Management flow



Incident Management

DLP eStar

- DLP eStar : used for Order Management, shipment details etc.

Type of issues:

- Unable to reach the demo loan program URL
 - Reports Issue / report with product details
 - Check Status when Order stuck on Inventory / help with status of Demo Loan Order / cannot close the order
 - Dashboard is not displaying correct info
 - Shipping to eStar was rejected / Need help doing partial shipment
 - Approval Path issue
- User Base - Sales Specialist / Account Manager (AM)
 - Support Group: GSE-GTMS-SALESCRM-SDSK
 - Tool Link: <http://tools.cisco.com/GPSS/dlp/jsp/dlphome.jsp>

Incident Management

Lead and Prospect(LnP) TOOL

- Lead and Prospect(LnP) TOOL : tool within Salesforce used to track leads which can be converted in opportunity
- Type of issues:
 - .Needs access to L&P tool.
 - . Leads and prospects sign in error/ cannot access Leads and prospects
 - . Dashboard button missing in L&P tool
 - . Unable to upload file to LnP Tool
 - . Request refresh Lnp access
 - . Partner unable to receive Leads / Partner unable to see a Lead once is accepted
 - . Need to Stop e-mail notifications
- User Base: Account Manager(AM)/ Partners :- To convert Leads in SFDC.
- Tool Link: <https://ciscosales.my.salesforce.com/00Q/o>
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- Article Link: https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/L&P%20-%20Leads%20and%20Prospects

Incident Management

Manual Reassignment Tool

- Manual Reassignment tool : Tool which enables us to change the Opportunity Owner.
- Type of issues:
 - Access to Salesforce Data/ Manual Reassignment Tool
 - Opportunities reassignments / SFDC upload accounts reassignment tool
 - Need to Delete Request ID.
 - Unable to transfer the accounts to agent / Error while processing opportunities
 - Important Note : This is time sensitive and the case needs to be assigned immediately to the L2 team
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- Tool Link: n/a
- User Base: STAR TEAM / CISCO ONE SUPPORT TEAM (to Upload Opportunity Transfer submitted via Manual Reassignment Tool)
- Article: https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/Manual%20Reassignment%20Tool%20%E2%80%93%20Opportunity%20and%20Account%20Reassignments%20INFORMATION

Incident Management

OMF tool

- OMF Tool : Often referred to as E-Sales OM (Opportunity Management) is done in [Salesforce.com](https://www.salesforce.com), OMF tool can be found under the Forecasting tab in [Salesforce.com](https://www.salesforce.com). It is used to know sales targets that can be met, to allow AMs to manage their opportunities and to allow Sales Management (RMs, ODs, VPs) to review their team's sales performance.
- Type of issues:
 - OMF Proxy Access
 - OMF Access Not working / Error While Logging
 - Unable to download Full hierarchy data for region from OMF.
 - Unable to submit or save forecast / Unable to view the forecast
 - 30 day error.
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- User Base: Account Manager(AM) / Regional Manager(RM) / Operational Director(OD)/ VP's / CEO / Finance
- Article Link: https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/OMF

Incident Management

Salesforce.com

- Salesforce is the primary enterprise offering within the Salesforce platform. It provides companies with an interface for case management and task management, and a system for automatically routing and escalating important events.
- Type of issues:
 - From Account Managers
 - AM having problems creating his opportunity
 - AM encountering errors when he tries to click on “ New Quote” button in SFDC, unable to apply for non-standard quote in CCW
 - AM reporting he can’t see his accounts, opportunities, or the correct channel partner accounts
 - Users reporting they are not seeing / seeing the wrong territory or node
 - Users unable to log into SFDC
 - From Business Team or operations team
 - Transfer / update accounts, opportunities, contacts, leads
 - Problems with reports
 - Modifying user profile information in SFDC
 - Checking access level of someone else
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- Tool Link: <https://ciscosales.my.salesforce.com/>

Incident Management

Salesforce.com....Contd..

- User Base:
 - Account Managers (AM) / Virtual Sales Account Manager (VSAM) / Virtual Business Manager (VBM) – *manage their end user accounts / customers and create opportunities.*
 - (Service) Account Managers – *create opportunities.*
 - Regional Manager / Operations Director / Admins - *manage a team of AMs, run reports on AM opportunities and accounts*
 - System Engineers (SE) and System Engineer Managers (SEM) – *manage SE resource requests*
 - Product Sales Specialists (PSS) - *create opportunities, run reports, (in Americas / EMEA-REGION) create PSS workspace.*
 - Sales Acceleration Center (SAC) – *request SAC support service requests in SFDC.*
 - Technology Service Network (TSN) Engineers, Partner Helpline (PH), Planning Design Implementation (PDI) – *manage TSN cases*
 - Business or operations team – *manage accounts and opportunities for the whole theatre*
- Article: https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/SFDC%20-%20General%20Information

Incident Management

Global Accounts Program (Gap) Reporting

- GAP : tool from where we can pull out information about Global accounts like to which fiscal period it belongs or to which the account belong.
- Types of issues
 - Users will request for information after they share GUID, for account information.
- User base : Business Analysts
- Tool Link: <https://bi4cisco.cisco.com/BOE/BI>
- Article: n/a

Incident Management

SHARE (Sales Hierarchy Advanced Repository Environment)

- SHARE : Sales Hierarchy Advanced Repository Environment that provides specific users the ability to maintain sales hierarchy structures and assignments to those structures. SHARE provides all Cisco employees the ability to browse and view hierarchy data.
- Types of issues:
 - Update Territory
 - Update Required fields (Role Sub Role /Territory/Status)
 - Removing of Nodes.
- Users :
 - AM
 - Sales Specialist
 - Product Sales Specialist
 - System Engineer
 - Any Sales PersonTool
- Link: <http://wwwin-tools.cisco.com/SFIT/SHARE/jsp/sdo.jsp>
- Ticket Creation Tool Link : <http://cepx-active-prod1.cisco.com/cisco/psn/web/catalog>
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/SHARE%20Q&A

Incident Management

Build and Price

- Build & Price :Tool that enables you to create an estimate as part of your pre-sales process, such as a proposal or customer presentation. Estimates are standalone entities and they don't need to be associated with an opportunity or deal, unless the order has to be placed. After the lead is finalized you can create an opportunity/deal and then import the estimate to quote for special pricing approval. The estimate can also be ordered directly without any special discounts in CCW Order by importing the estimate.
- Types of issues:
 - Unable to build estimates
 - Pricing Issue
- Users :
 - AM
 - Sales Specialist
 - Product Sales Specialist
 - Any Sales Person
 - Star Team
- Support Group: We provide CCW Telephone Numbers to users (region specific)
- Link: <https://apps.cisco.com/Commerce/estimate>
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W52d8c1c91d6a_41eb_a30f_021c10f3ec18/page/CCW%20FAQs%20-%20Build%20and%20Price

Incident Management

My Deal Manager (MDM)

- MDM : web-based, streamlined qualification and approval tool for non-standard deals, contractual discounts, and pricing letters. Enables new business models, increases delivery time capabilities, and improves system performance, Provides user interface customization, and improved search and audit history
- Types of issues:
 - RM did not get the Deal approval
 - Wrong AM got the deal approval
 - Proxy given but still unable to access the tool
- Users :
 - Regional Manager
 - Approver of Deals
- Link: <http://www.in-tools.cisco.com/DealMgmt/ezdeal/AdminManager.do>
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
 - Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/MDM

Incident Management

Account Team Directory (ATD)

- ATD : Used to look up for Account and also get information like account owner or territory etc.
- Types of issues:
 - Territory in the account is wrong
 - AM not showing up
 - Wrong allocation of Account.
- Users :
 - Account Manager
- Link: <http://wwwin.cisco.com/cgi-bin/it/sales/acctteamdir/index.cgi>
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/MDM

Incident Management

Customer Registry

- Customer registry : Enterprise wide repository for Cisco customer data. Can be used to search attributes like CR party , look up customer information, view hierarchy, manage hierarchy and assign attributes.
- Tool Link : http://crhubapp-prod.cloudapps.cisco.com/CRT_HUB/login.do
- User Base: Business Analyst.
- Support Group: customer service - 1 800-553-6387 options 2-1
- Article: https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/Customer%20Registry%20-%20Operations%20Data%20Management

Incident Management

Sales Account View Manager (SAVM)

- SAVM : High level application used to create customer definitions and align to SFDC. Territory in the Account may be assigned in SAVM and then it flows to SFDC.
- Types of issues :
 - incorrect territory
 - incorrect Account Manager
- Users :
 - AM
 - Sales Specialist
 - Business Analyst
- Tool Link: <https://sav.cloudapps.cisco.com/savm/login.do>
- Ticket Creation tool - Field service admins - (<http://cepx-active-prod1.cisco.com/cisco/psn/web/catalog>)
- Article : n/a

Incident Management

Business Objects

- Business Objects : Reporting tool which allows ad hoc querying, report writing and formatting, and web report creation.
- Types of BO:
 - OneSales BO
 - Sales BO Ops
 - Eclipse
 - Finance BI* Suite
- Types of issue : Reports not running, glitch in reports.
- Users :
 - Sales Specialist
 - Business Analyst
- Link: <https://bi4cisco.cisco.com/BOE/BI>
- Support Group: - GSE-EDS-BIAPP-SALESBI, - GSE-EDS-BIAPP-SALESBI, - CSF-Eclipse-Bus-Support, - Finance BI Universe - Bookings - Business
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/Business%20Objects

Incident Management

Cisco Ready

- Cisco Ready User Experience : Business analytics initiative that provides sellers with actionable insights through Installed Base data so they can sell more and sell faster. The Cisco Ready User Experience (CRUE) allows you to drill down to view key metrics at subsequent levels across all segments for service and product sales to assist in Installed Base opportunity prospecting; creating a more strategic and customer-centric conversation.
- Types of issue : Node Access in Cisco Ready, Reports not working, require access in Cisco Ready and SFDC.
- Users :
 - Sales Specialist
 - Business Analyst
 - Account Manager
- Link: http://qli-web-003-p/QvAJAXZfc/opendoc.htm?document=CiscoReady_v29.qvw&host=QVS%40qli-app-006-p
- Support Group: GSE-EDS-DATA-CISCOREADY
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/Cisco%20Ready%20User%20Experience%20-%20CRUE

Incident Management

My Business Reports

- MBR : web-based dashboard that provides Worldwide Sales and WW Field Operations teams, including executive leadership, visibility into near-real-time (updated every 15 minutes) bookings and opportunity/commit information by customer, technology, or product in a variety of table or graphic formats.
- Types of MBR :
 - MBR AM
 - MBR Direct
 - MBR channels
 - MBR 360
- Types of issue :
 - MBR AM : Access to the tool, Require Node access, Data discrepancy in the tool, Bookings not flowing in, Negative Bookings Issue.
 - MBR Direct : Access to the tool, Drill down Issue, Unable to see an AM's bookings, Node Access.
 - MBR Channel : Access to the tool, Node access, Data discrepancy in the tool, Bookings not flowing in, Unable to view partners
 - MBR 360 : Access to the tool, Node Access

Incident Management

My Business Reports....contd.

- Users :
 - MBR AM: Account Managers, Virtual Sales Account manager
 - MBR Direct: Regional Manager, Director, Support Team, Business Analyst, Sales Specialist
 - MBR Channel : Partner Account Managers
 - MBR 360 : Account Managers, Sales Specialist, Regional Managers
- Link: <https://sav.cloudapps.cisco.com/savm/login.do>
- Support Group:
 - TechSupport-Remote-GSTS-AMER-EMEAR-T2
 - TechSupport-Remote-GSTS-APAC-T2
- Article : https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wb3a5f15e278e_4fb6_9e6e_2000f73775b0/page/NextGen%20MBR



Thank You