



Virtual Chat Assistant

Licensing Portals

Note: Screens in the presentation may vary slightly from the actual tools

Virtual Chat Assistant

- VCA or Virtual Chat Assistant is a Customer facing application that enables you to interact with the expert system and get answers to your queries while you are working in the application.
- This presentation explains how to use VCA within the Licensing Portals.



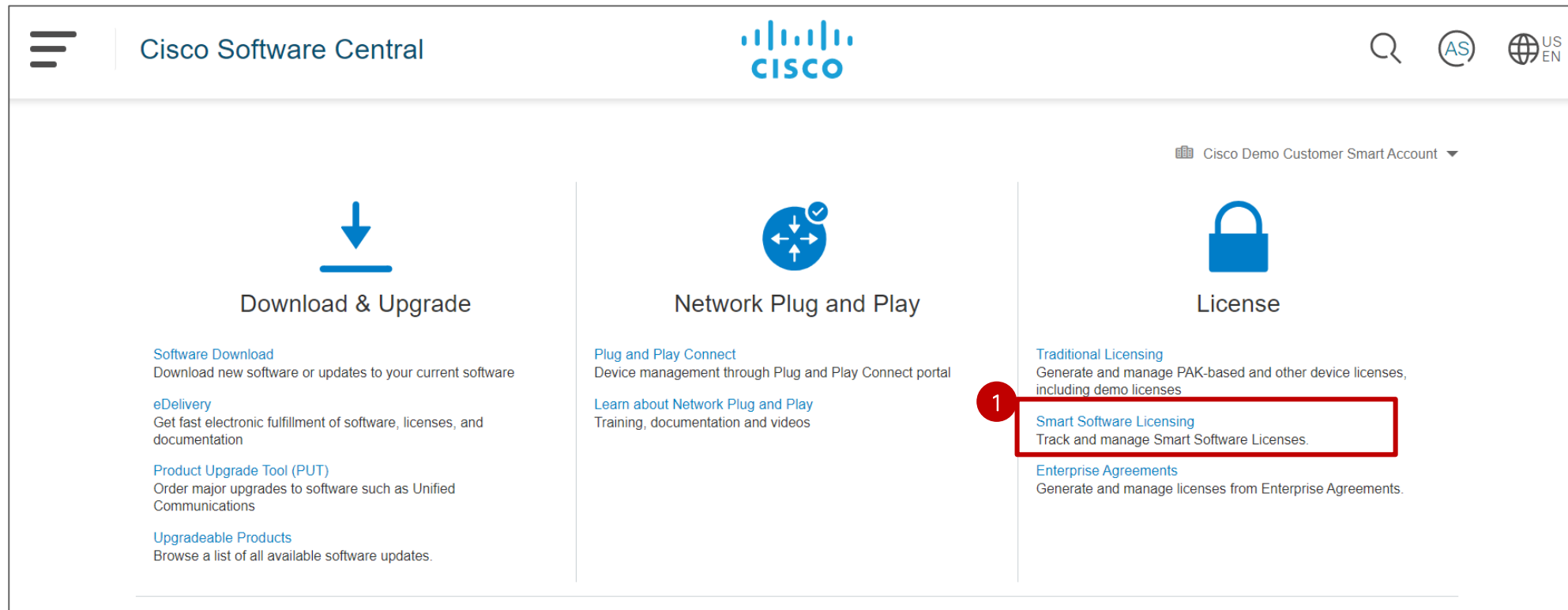
Agenda

- 1 [Virtual Chat Assistant in SSM \(Smart Software Manager\)](#)
- 2 [Virtual Chat Assistant in LRP \(License Registration Portal\)](#)
- 3 [Virtual Chat Assistant in the Smart Account Request and Manage Smart Account Pages](#)

Virtual Chat Assistant in SSM



Virtual Chat Assistant in SSM

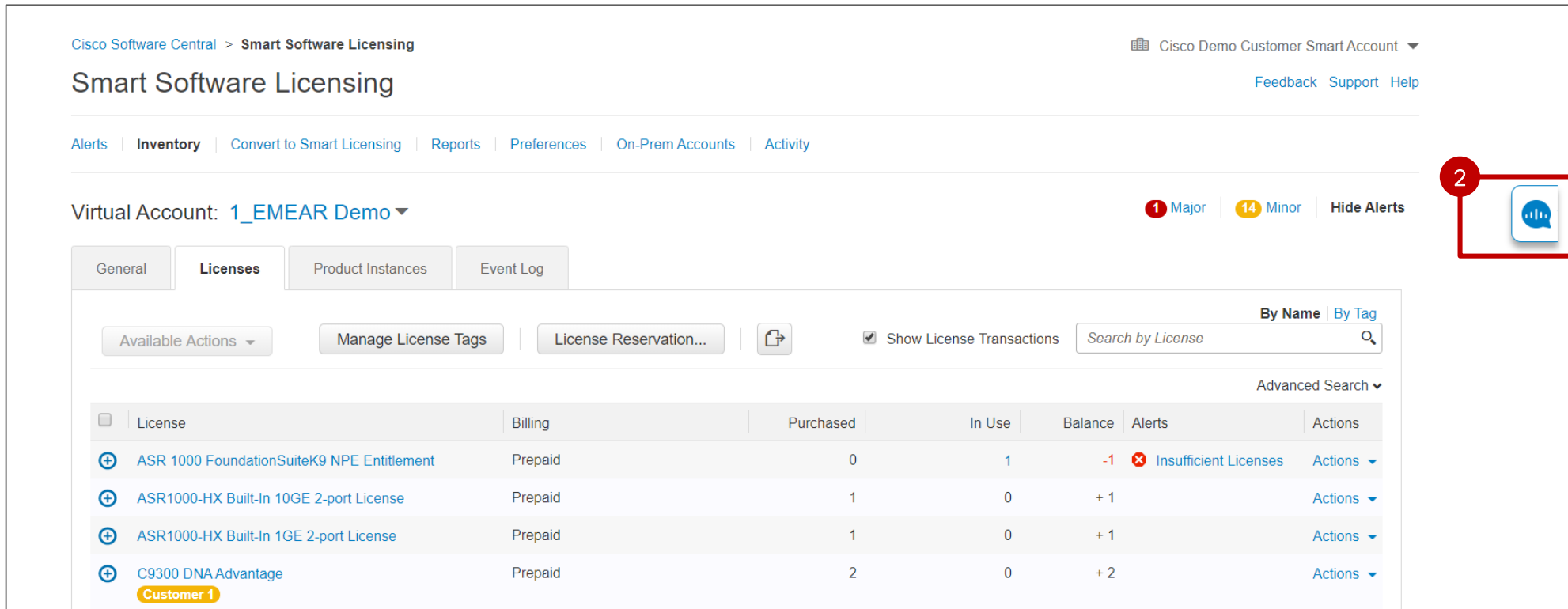
- 1 From [Cisco Software Central](#), go to the License section and click on Smart Software Licensing.



The screenshot displays the Cisco Software Central web interface. At the top, there is a navigation bar with the Cisco logo, a search icon, and a user profile icon labeled 'AS'. Below the navigation bar, the main content area is divided into three columns. The first column is titled 'Download & Upgrade' and contains links for 'Software Download', 'eDelivery', 'Product Upgrade Tool (PUT)', and 'Upgradeable Products'. The second column is titled 'Network Plug and Play' and contains links for 'Plug and Play Connect' and 'Learn about Network Plug and Play'. The third column is titled 'License' and contains links for 'Traditional Licensing', 'Smart Software Licensing', and 'Enterprise Agreements'. The 'Smart Software Licensing' link is highlighted with a red box and a red circle containing the number '1'. The user account information 'Cisco Demo Customer Smart Account' is visible in the top right corner.

Virtual Chat Assistant in SSM

- 2 The Virtual Chat Assistant will appear as a blue icon  in the upper right-hand corner of the Smart Software Manager application. Click on the blue icon  to open up the Virtual Chat Assistant.



The screenshot displays the Cisco Smart Software Licensing (SSM) interface. At the top, it shows the navigation path "Cisco Software Central > Smart Software Licensing" and the account name "Cisco Demo Customer Smart Account". The main heading is "Smart Software Licensing", with links for "Feedback", "Support", and "Help". Below this, there are navigation tabs for "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "On-Prem Accounts", and "Activity". The "Virtual Account" is set to "1_EMEAR Demo". On the right side, there are alert indicators for "1 Major" and "14 Minor" alerts, along with a "Hide Alerts" button. A red box and a red circle with the number "2" highlight the Virtual Chat Assistant icon, which is a blue speech bubble with three white dots, located in the upper right corner of the interface.

General Licenses Product Instances Event Log

Available Actions Manage License Tags License Reservation... Show License Transactions Search by License

By Name By Tag

| License | Billing | Purchased | In Use | Balance | Alerts | Actions |
|--|---------|-----------|--------|---------|-----------------------|---------|
| ASR 1000 FoundationSuiteK9 NPE Entitlement | Prepaid | 0 | 1 | -1 | Insufficient Licenses | Actions |
| ASR1000-HX Built-In 10GE 2-port License | Prepaid | 1 | 0 | +1 | | Actions |
| ASR1000-HX Built-In 1GE 2-port License | Prepaid | 1 | 0 | +1 | | Actions |
| C9300 DNA Advantage | Prepaid | 2 | 0 | +2 | | Actions |

Customer 1

Virtual Chat Assistant in SSM

- 3 The Virtual Chat Assistant - Licensing Help Central page will open in a pop-up window.
- 3a You can ask a question (enter a message).
- 3b You can also access frequently used content on the right-hand side.
- 3c What's more, you can Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.

The screenshot shows the Cisco Software Central interface with a pop-up window for the Virtual Chat Assistant. The window title is "Virtual Chat Assistant - Licensing Help Central - Google Chrome" and the URL is "buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Licensing&email=askocka@cisco.com". The chat window contains a welcome message from the assistant and a list of frequently used content. Red callouts 3, 3a, 3b, and 3c highlight specific features: 3 points to the window title, 3a points to the message input field, 3b points to the frequently used content list, and 3c points to the footer navigation links.

Virtual Chat Assistant - Licensing Help Central

Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions.

For an example of how to phrase your question refer to the Frequently Used Content to your right.

Please provide feedback when requested, because it is used to continually improve my performance and features.

So, how can I help you today?

FREQUENTLY USED CONTENT

- How can I activate my Smart Licenses?
- How can I manage my Smart Account?
- How can I convert traditional licenses to Smart Licenses?
- Does my company have a Smart Account?
- What is a Smart Account?
- How can I associate myself to a Smart Account?
- How can I manage my Virtual Account?

Enter message

Rate your experience 😊 😞

Docs and Videos Open a Case Live Chat(Online) Contact Us

Virtual Chat Assistant in SSM

- 1 If you are idle for 30 seconds after logging in to Smart Software Manager, a pop-up will appear to prompt you to ask a question via the Virtual Chat Assistant (VCA). You can ask a question, select Not Now or Don't Ask Again.

Cisco Software Central > Smart Software Licensing

Cisco Demo Customer Smart Account

Smart Software Licensing

Feedback Support Help

Alerts | **Inventory** | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: 1_EMEAR Demo

General | **Licenses** | Product Instances | Event Log

Available Actions | Manage License Tags | License Reservation... | Show License Transactions | Search by License

By Name | By Tag

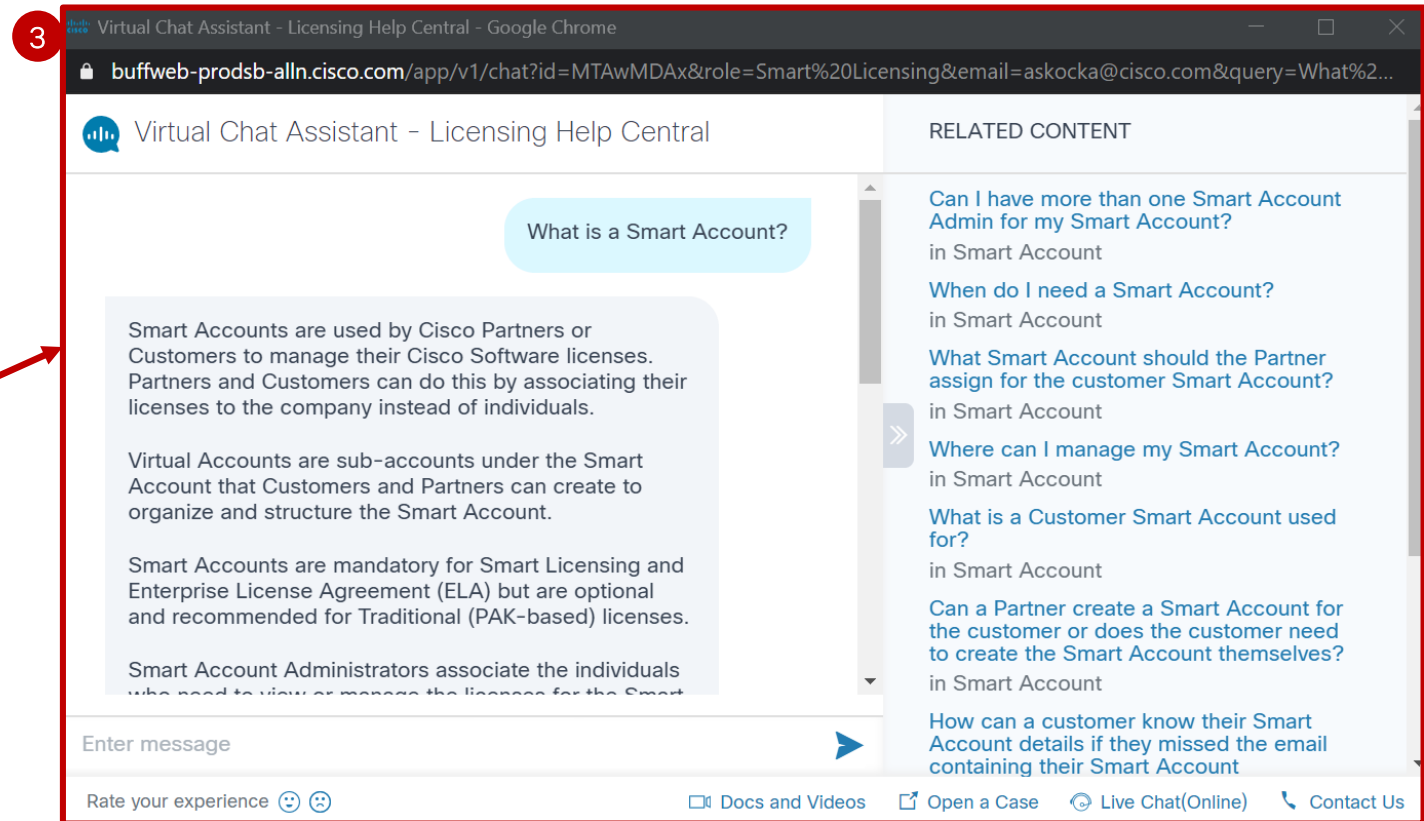
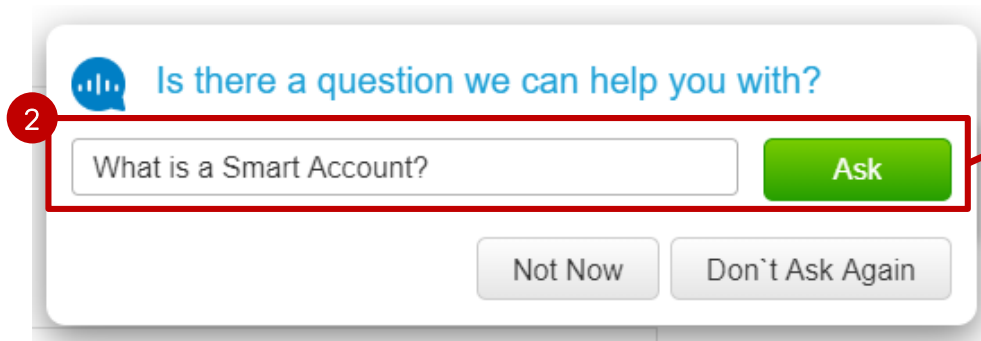
Advanced Search

| License | Billing | Purchased | In Use | Balance | Alerts | Actions |
|--|---------|-----------|--------|---------|-----------------------|---------|
| ASR 1000 FoundationSuiteK9 NPE Entitlement | Prepaid | 0 | 1 | -1 | Insufficient Licenses | Actions |
| ASR1000-HX Built-In 10GE 2-port License | Prepaid | 1 | 0 | +1 | | Actions |
| ASR1000-HX Built-In 1GE 2-port License | Prepaid | 1 | 0 | +1 | | Actions |
| C9300 DNA Advantage | Prepaid | 2 | 0 | +2 | | Actions |

Customer 1

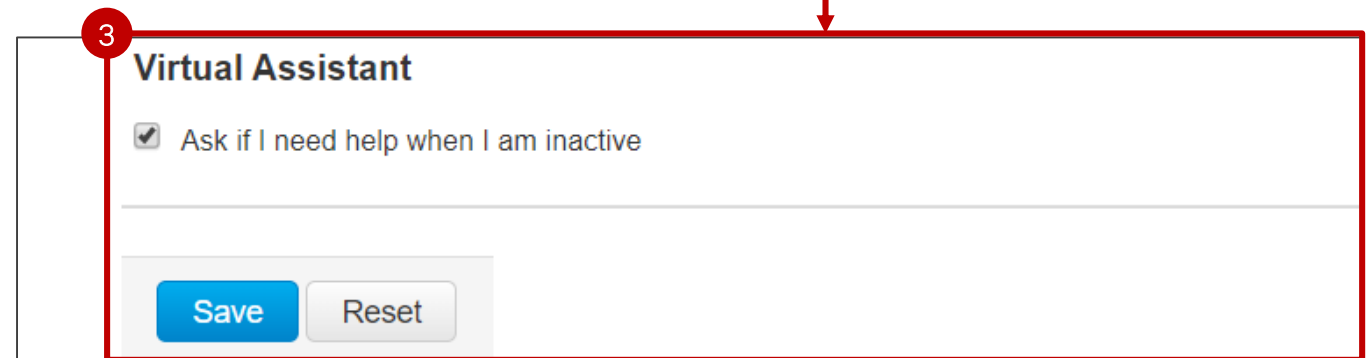
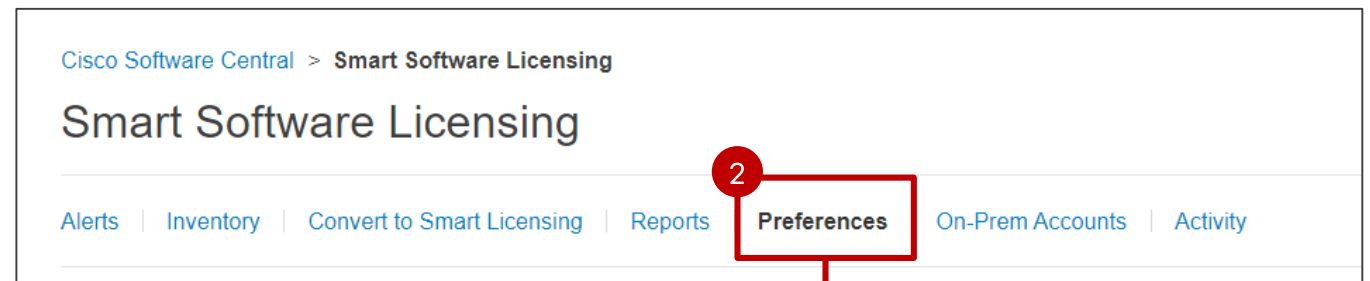
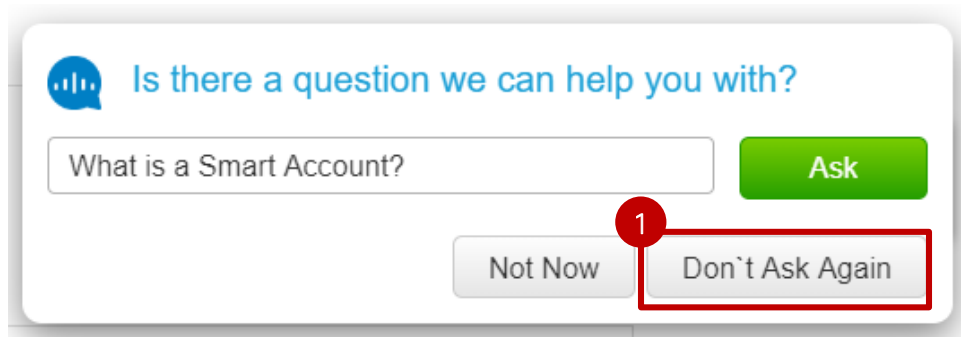
Virtual Chat Assistant in SSM

- 2 If you need help, you can **ask a question** (e.g. What is a Smart Account?), and click on **Ask**
- 3 Licensing Help Central pop-up page will open up, providing an answer to your question, as well as related content. You can also **Enter a new message** (type in your question), **Rate your experience**, **View Docs & Videos**, **Open a Case**, **access Live Chat**, **Contact Us**.




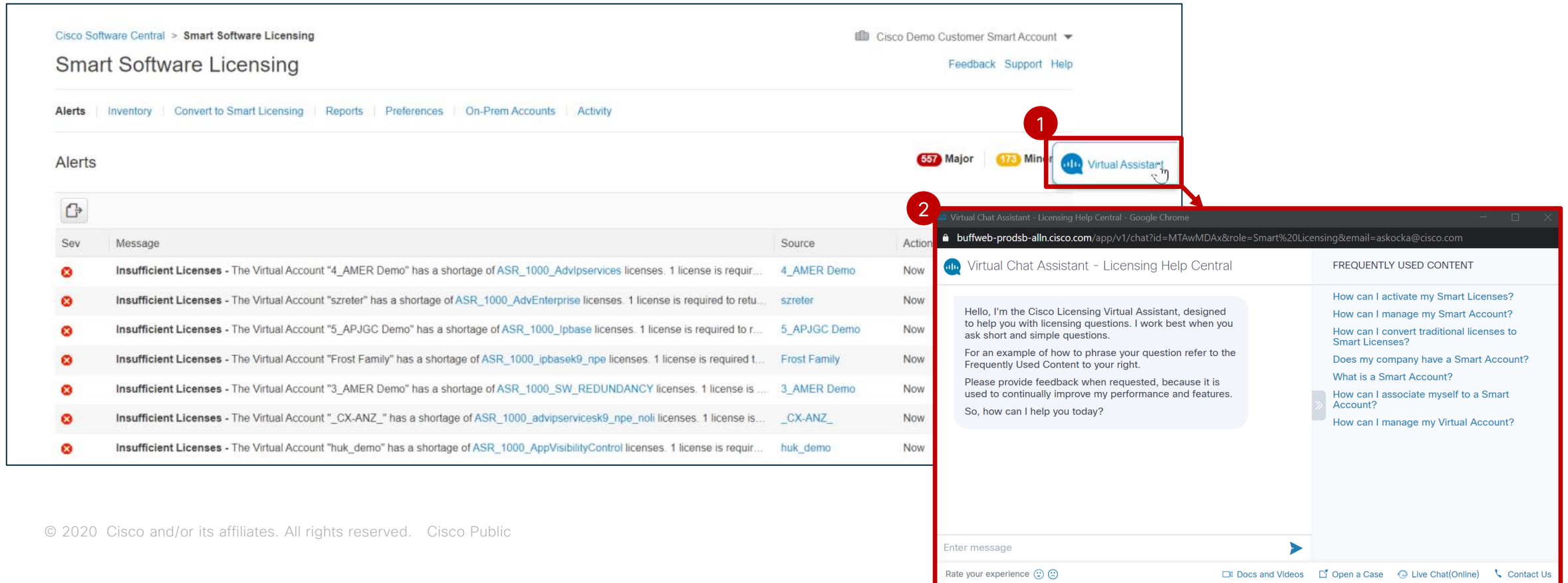
Virtual Chat Assistant in SSM

- 1 If you click on **Don't Ask Again**, the Virtual Chat Assistant will not be visible anymore in SSM.
- 2 You can go to the **Preferences** tab to change this setting and **view the Virtual Chat Assistant option** again.
- 3 Under **Virtual Assistant**, select **Ask if I need help when I am inactive** and **Save**.



Virtual Chat Assistant in SSM

- 1 While you are working in SSM, you can also click on the VCA icon  to open up the Virtual Assistant.
- 2 The Licensing Help Central page appears and you can Enter a new message (type in your question), Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.



The screenshot shows the Cisco Software Central Smart Software Licensing interface. The top navigation bar includes "Cisco Software Central > Smart Software Licensing" and "Cisco Demo Customer Smart Account". Below the navigation, there are tabs for Alerts, Inventory, Convert to Smart Licensing, Reports, Preferences, On-Prem Accounts, and Activity. The Alerts section is active, displaying a table of alerts. A red box highlights the "Virtual Assistant" icon in the top right corner of the Alerts section, with a red circle and the number "1" next to it. A red arrow points from this icon to a second screenshot of the Virtual Chat Assistant interface. This second screenshot shows the chat window with a red box and a red circle with the number "2" next to it. The chat window title is "Virtual Chat Assistant - Licensing Help Central - Google Chrome". The URL is "buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Licensing&email=askocka@cisco.com". The chat content includes a greeting from the assistant, instructions on how to phrase questions, and a request for feedback. On the right side of the chat window, there is a "FREQUENTLY USED CONTENT" section with several links. At the bottom of the chat window, there is an "Enter message" input field and a "Rate your experience" button. The bottom of the chat window also features navigation links: "Docs and Videos", "Open a Case", "Live Chat(Online)", and "Contact Us".

| Sev | Message | Source | Action |
|-----|---|--------------|--------|
| ✖ | Insufficient Licenses - The Virtual Account "4_AMER Demo" has a shortage of ASR_1000_Advlpervices licenses. 1 license is requir... | 4_AMER Demo | Now |
| ✖ | Insufficient Licenses - The Virtual Account "szreter" has a shortage of ASR_1000_AdvEnterprise licenses. 1 license is required to retu... | szreter | Now |
| ✖ | Insufficient Licenses - The Virtual Account "5_APJGC Demo" has a shortage of ASR_1000_ipbase licenses. 1 license is required to r... | 5_APJGC Demo | Now |
| ✖ | Insufficient Licenses - The Virtual Account "Frost Family" has a shortage of ASR_1000_ipbasek9_npe licenses. 1 license is required t... | Frost Family | Now |
| ✖ | Insufficient Licenses - The Virtual Account "3_AMER Demo" has a shortage of ASR_1000_SW_REDUNDANCY licenses. 1 license is ... | 3_AMER Demo | Now |
| ✖ | Insufficient Licenses - The Virtual Account "_CX-ANZ_" has a shortage of ASR_1000_advlpervicesk9_npe_noli licenses. 1 license is ... | _CX-ANZ_ | Now |
| ✖ | Insufficient Licenses - The Virtual Account "huk_demo" has a shortage of ASR_1000_AppVisibilityControl licenses. 1 license is requir... | huk_demo | Now |



Virtual Chat Assistant in LRP

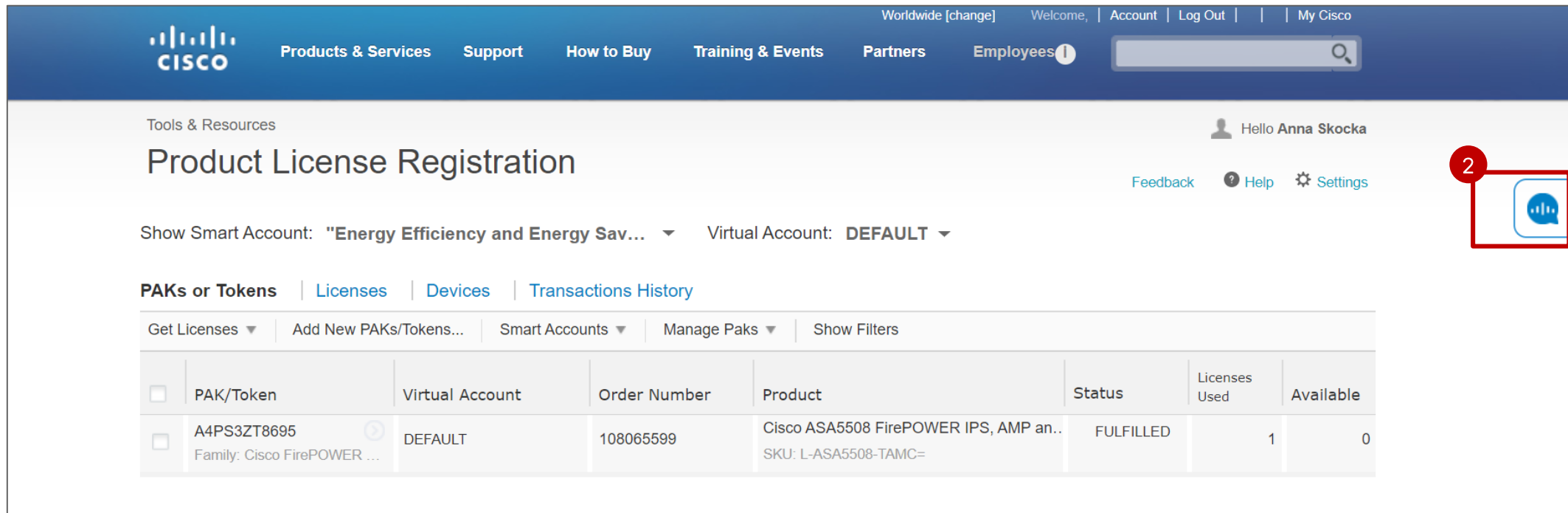
Virtual Chat Assistant in LRP

- 1 From [Cisco Software Central](#), go to the License section and click on Traditional Licensing.

The screenshot displays the Cisco Software Central web interface. At the top, there is a navigation bar with the Cisco logo, a search icon, and a user profile icon labeled 'AS'. Below the navigation bar, the main content area is divided into three columns. The first column is titled 'Download & Upgrade' and contains links for 'Software Download', 'eDelivery', 'Product Upgrade Tool (PUT)', and 'Upgradeable Products'. The second column is titled 'Network Plug and Play' and contains links for 'Plug and Play Connect' and 'Learn about Network Plug and Play'. The third column is titled 'License' and contains links for 'Traditional Licensing', 'Smart Software Licensing', and 'Enterprise Agreements'. The 'Traditional Licensing' link is highlighted with a red box, and a red circle with the number '1' is positioned to its left. The user account 'Cisco Demo Customer Smart Account' is visible in the top right corner.

Virtual Chat Assistant in LRP

- 2 In the **Product License Registration** page, the **Virtual Chat Assistant** will appear as a blue icon  in the upper right-hand corner of the **License Registration Portal (LRP)**. Click on the blue icon  to open up the **Virtual Chat Assistant**.



Tools & Resources

Product License Registration

Hello Anna Skocka

[Feedback](#) [Help](#) [Settings](#)

Show Smart Account: "Energy Efficiency and Energy Sav..." Virtual Account: **DEFAULT**

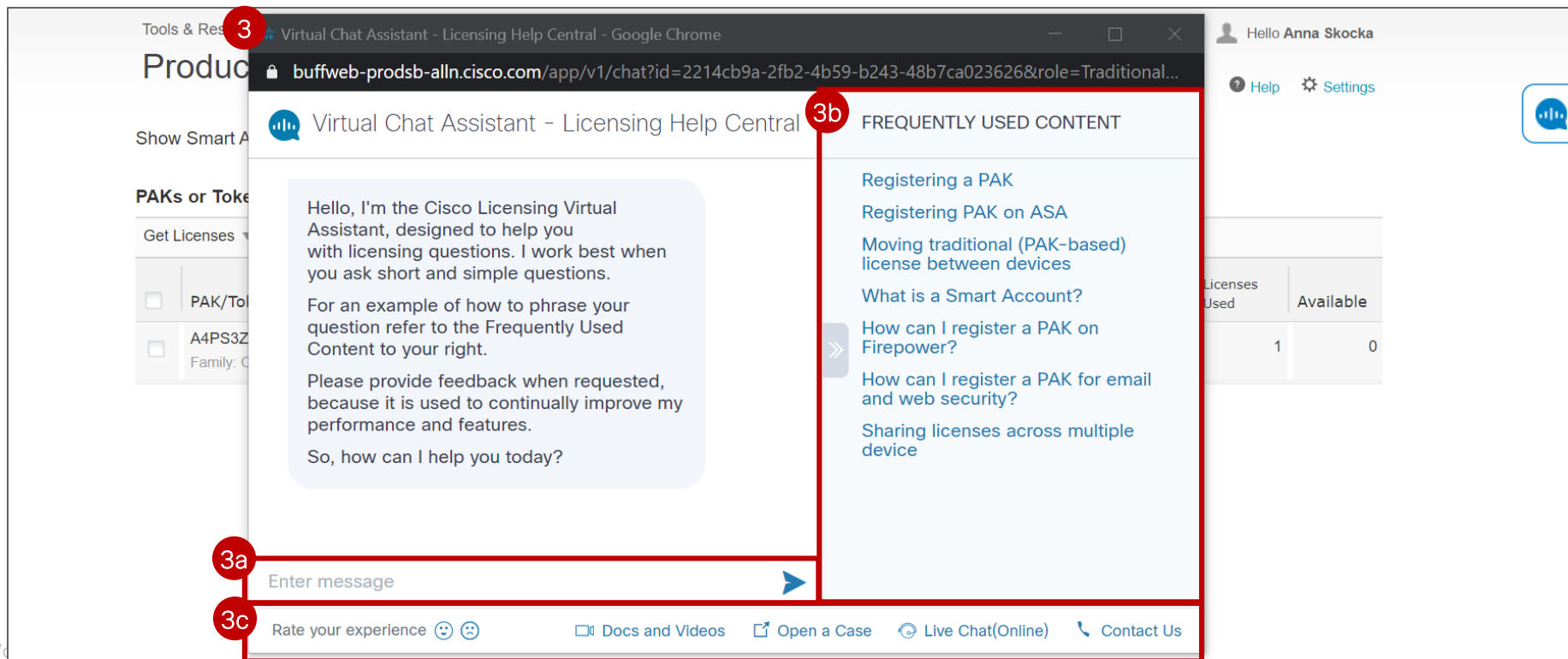
PAKs or Tokens | [Licenses](#) | [Devices](#) | [Transactions History](#)

Get Licenses Add New PAKs/Tokens... Smart Accounts Manage Paks Show Filters

| <input type="checkbox"/> | PAK/Token | Virtual Account | Order Number | Product | Status | Licenses Used | Available |
|--------------------------|--|-----------------|--------------|---|-----------|---------------|-----------|
| <input type="checkbox"/> | A4PS3ZT8695 Family: Cisco FirePOWER ... | DEFAULT | 108065599 | Cisco ASA5508 FirePOWER IPS, AMP an.. SKU: L-ASA5508-TAMC= | FULFILLED | 1 | 0 |

Virtual Chat Assistant in LRP

- 3 The Virtual Chat Assistant – Licensing Help Central page will open in a pop-up window.
 - 3a You can ask a question (enter a message).
 - 3b You can also access frequently used content on the right-hand side.
 - 3c What's more, you can Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.



Virtual Chat Assistant in LRP

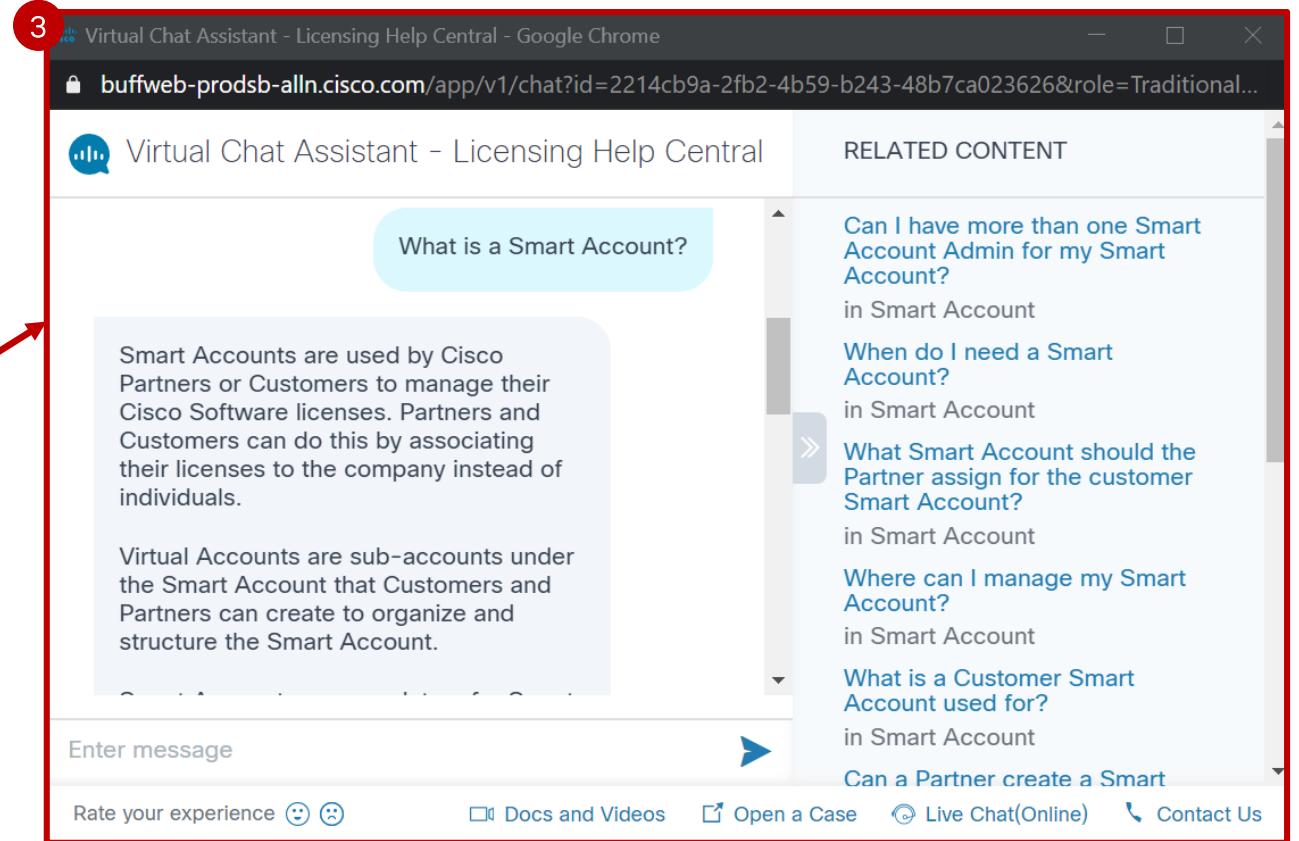
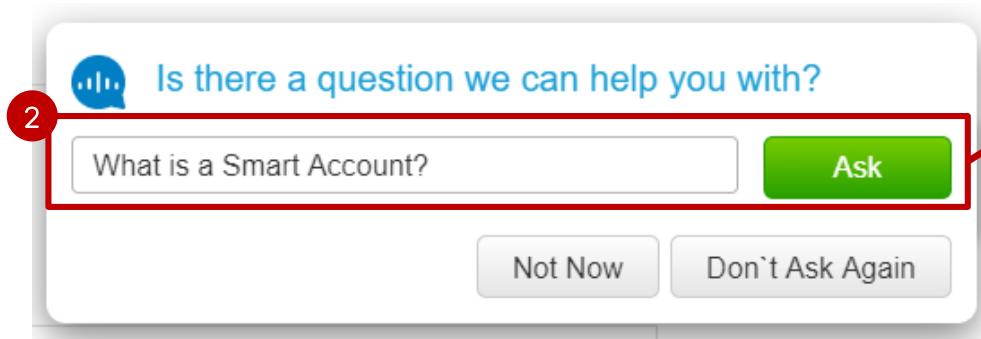
- 1 If you are idle for 30 seconds after logging in to the License Registration Portal, a pop-up will appear to prompt you to ask a question via the Virtual Chat Assistant (VCA). You can ask a question, select Not Now or Don't Ask Again.

The screenshot displays the Cisco License Registration Portal (LRP) interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. A search bar is also present. Below the navigation bar, the main content area is titled 'Product License Registration'. A user greeting 'Hello Anna Skocka' is visible in the top right corner. A red box highlights a pop-up window from the Virtual Chat Assistant (VCA) with the text 'Is there a question we can help you with?'. The pop-up includes a text input field containing 'What is a Smart Account?', a green 'Ask' button, and two buttons at the bottom: 'Not Now' and 'Don't Ask Again'. Below the pop-up, there are tabs for 'PAKs or Tokens', 'Licenses', 'Devices', and 'Transactions History'. A table below these tabs shows a list of licenses with columns for PAK/Token, Virtual Account, Order Number, Product, Status, Licenses Used, and Available.

| PAK/Token | Virtual Account | Order Number | Product | Status | Licenses Used | Available |
|--|-----------------|--------------|--|-----------|---------------|-----------|
| A4PS3ZT8695 Family: Cisco FirePOWER ... | DEFAULT | 108065599 | Cisco ASA5508 FirePOWER IPS, AMP an... SKU: L-ASA5508-TAMC= | FULFILLED | 1 | 0 |

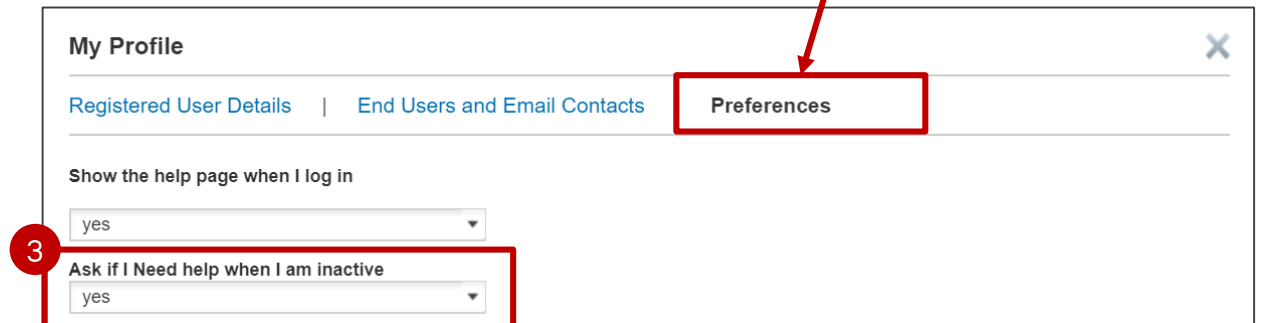
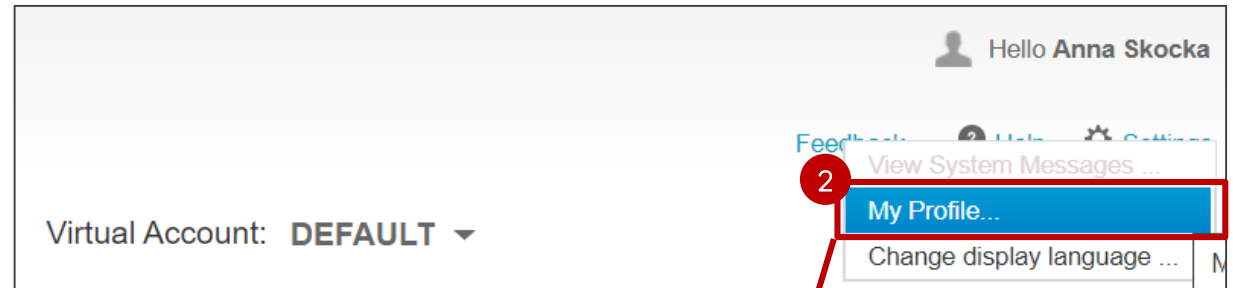
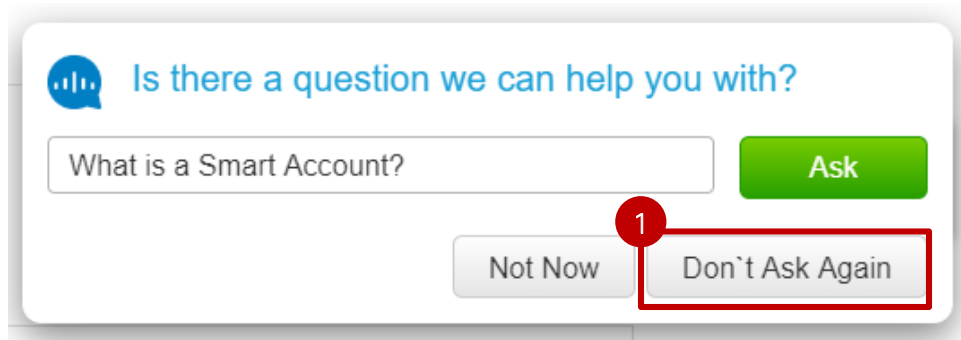
Virtual Chat Assistant in LRP

- 2 If you need help, you can **ask a question** (e.g. What is a Smart Account?), and click on **Ask**
- 3 **Virtual Chat Assistant - Licensing Help Central** pop-up page will open up, providing an answer to your question, as well as **related content**. You can also **Enter a new message** (ask a new question), **Rate your experience**, **View Docs & Videos**, **Open a Case**, **access Live Chat**, **Contact Us**.




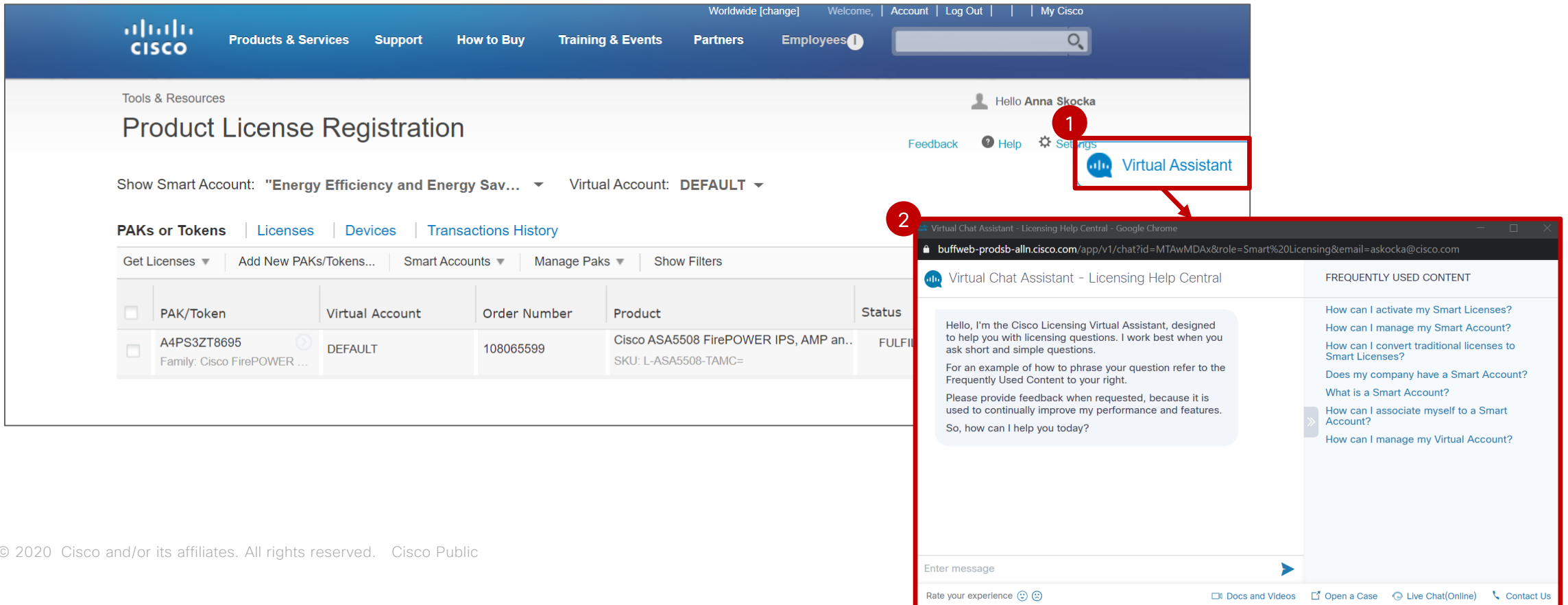
Virtual Chat Assistant in LRP

- 1 If you click **Don't Ask Again**, the Virtual Chat Assistant will not be visible anymore in LRP.
- 2 You can go to the **Settings** → **My Profile** to change this setting and **view the Virtual Chat Assistant option** again.
- 3 Under **Preferences**, select **Ask if I need help when I am inactive: yes**. Please remember to save your settings.



Virtual Chat Assistant in LRP

- 1 While you are working in LRP, you can also click on the VCA icon  to open up the Virtual Assistant.
- 2 The Licensing Help Central page appears and you can Enter a new message (type in your question), Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.



The screenshot shows the Cisco Product License Registration (LRP) interface. The top navigation bar includes the Cisco logo, menu items like 'Products & Services', 'Support', and 'How to Buy', and a search bar. The main content area is titled 'Product License Registration' and shows a table of licenses. A 'Virtual Assistant' icon is highlighted with a red box and a red circle labeled '1'. An arrow points from this icon to a separate window titled 'Virtual Chat Assistant - Licensing Help Central', which is also highlighted with a red box and a red circle labeled '2'. The chat window displays a welcome message from the assistant and a list of frequently used content links.


| PAK/Token | Virtual Account | Order Number | Product | Status |
|--|-----------------|--------------|--|--------|
| A4PS3ZT8695 Family: Cisco FirePOWER ... | DEFAULT | 108065599 | Cisco ASA5508 FirePOWER IPS, AMP an... SKU: L-ASA5508-TAMC= | FULFI |






Virtual Chat Assistant - Licensing Help Central

Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions. For an example of how to phrase your question refer to the Frequently Used Content to your right. Please provide feedback when requested, because it is used to continually improve my performance and features. So, how can I help you today?

FREQUENTLY USED CONTENT

- How can I activate my Smart Licenses?
- How can I manage my Smart Account?
- How can I convert traditional licenses to Smart Licenses?
- Does my company have a Smart Account?
- What is a Smart Account?
- How can I associate myself to a Smart Account?
- How can I manage my Virtual Account?

Enter message 

Rate your experience     

Virtual Chat Assistant in the Smart
Account Request and Manage
Smart Account Pages

Virtual Chat Assistant in the Smart Account Request Page

Virtual Chat Assistant in the Smart Account Request Page

- 1 From Cisco Software Central, go to the Administration section and click on Request a Smart Account.

The screenshot shows the Cisco Software Central Administration page. The page is divided into five main sections: Download & Upgrade, Network Plug and Play, License, Order, and Administration. The Administration section is highlighted with a red box and a red circle containing the number 1, indicating the location of the 'Request a Smart Account' link.

Download & Upgrade

- [Software Download](#)
Download new software or updates to your current software
- [eDelivery](#)
Get fast electronic fulfillment of software, licenses, and documentation
- [Product Upgrade Tool \(PUT\)](#)
Order major upgrades to software such as Unified Communications
- [Upgradeable Products](#)
Browse a list of all available software updates.

Network Plug and Play

- [Plug and Play Connect](#)
Device management through Plug and Play Connect portal
- [Learn about Network Plug and Play](#)
Training, documentation and videos

License

- [Traditional Licensing](#)
Generate and manage PAK-based and other device licenses, including demo licenses
- [Smart Software Licensing](#)
Track and manage Smart Software Licenses.
- [Enterprise Agreements](#)
Generate and manage licenses from Enterprise Agreements.
- [View My Consumption](#)
View all my customers based on smart accounts



Order

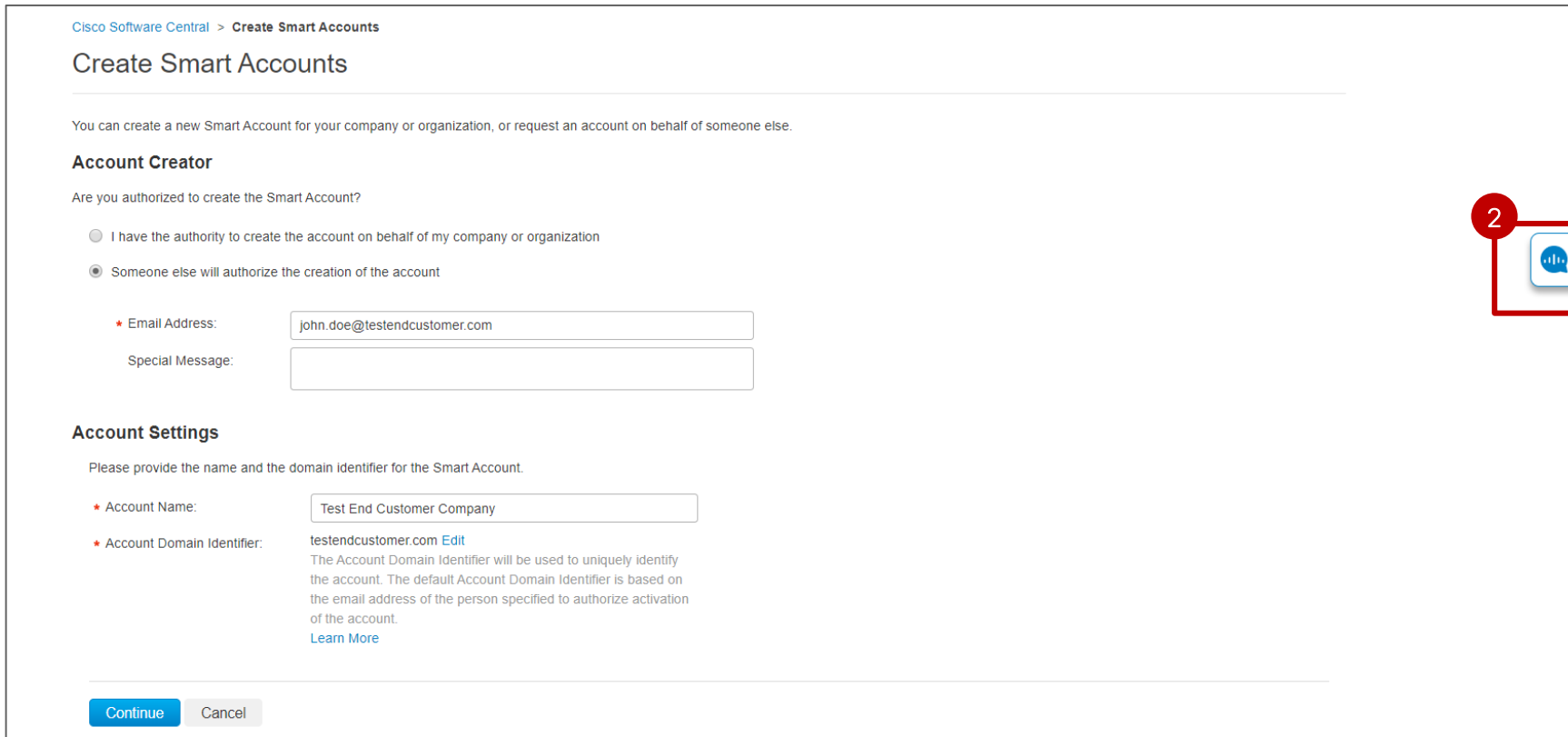
- [Buy Directly from Cisco](#)
Configure, price, and order Cisco products, software, and services. Available to partners and to customers with a direct purchasing agreement.
- [End User License and SAAS Terms](#)
Cisco software is not sold, but is licensed to the registered end user. The terms and conditions provided govern your use of that software. Read them here.

Administration

- All Users:**
 - [Request a Smart Account](#)
Get a Smart Account for your organization or initiate it for someone else
 - [Request Access to an Existing Smart Account](#)
Submit a request for access to a Smart Account
 - [Manage Smart Account](#)
Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts.
- Additional for Partners:**
 - [Request a Partner Holding Account](#)
Allows Cisco Partners to request a Holding Smart Account
 - [Manage Pending Smart Accounts](#)
View the properties of Smart Accounts in 'Pending' status requested on behalf of Customers and take actions to activate the Smart Accounts

Virtual Chat Assistant in the Smart Account Request Page

- 2 The Virtual Chat Assistant will appear as a blue icon  in the upper right-hand corner of the Smart Account Request page. Click on the blue icon  to open up the Virtual Chat Assistant.



Cisco Software Central > Create Smart Accounts

Create Smart Accounts

You can create a new Smart Account for your company or organization, or request an account on behalf of someone else.

Account Creator

Are you authorized to create the Smart Account?

I have the authority to create the account on behalf of my company or organization

Someone else will authorize the creation of the account

* Email Address:

Special Message:

Account Settings

Please provide the name and the domain identifier for the Smart Account.

* Account Name:

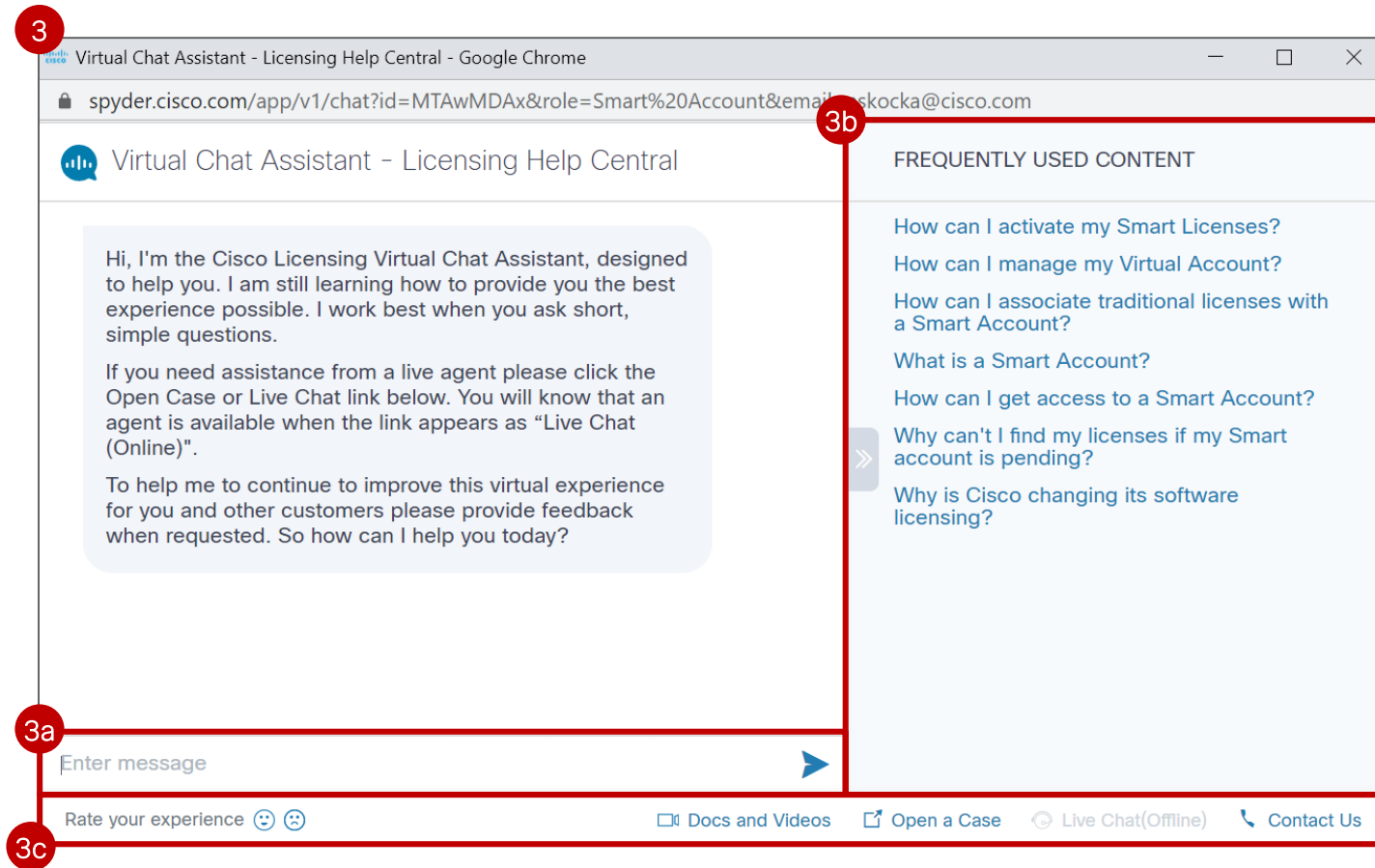
* Account Domain Identifier: [Edit](#)

The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account.

[Learn More](#)

Virtual Chat Assistant in the Smart Account Request Page

- 3 The Virtual Chat Assistant - Licensing Help Central page will open in a pop-up window.
- 3a You can ask a question (enter a message).
- 3b You can also access frequently used content on the right-hand side.
- 3c What's more, you can Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.



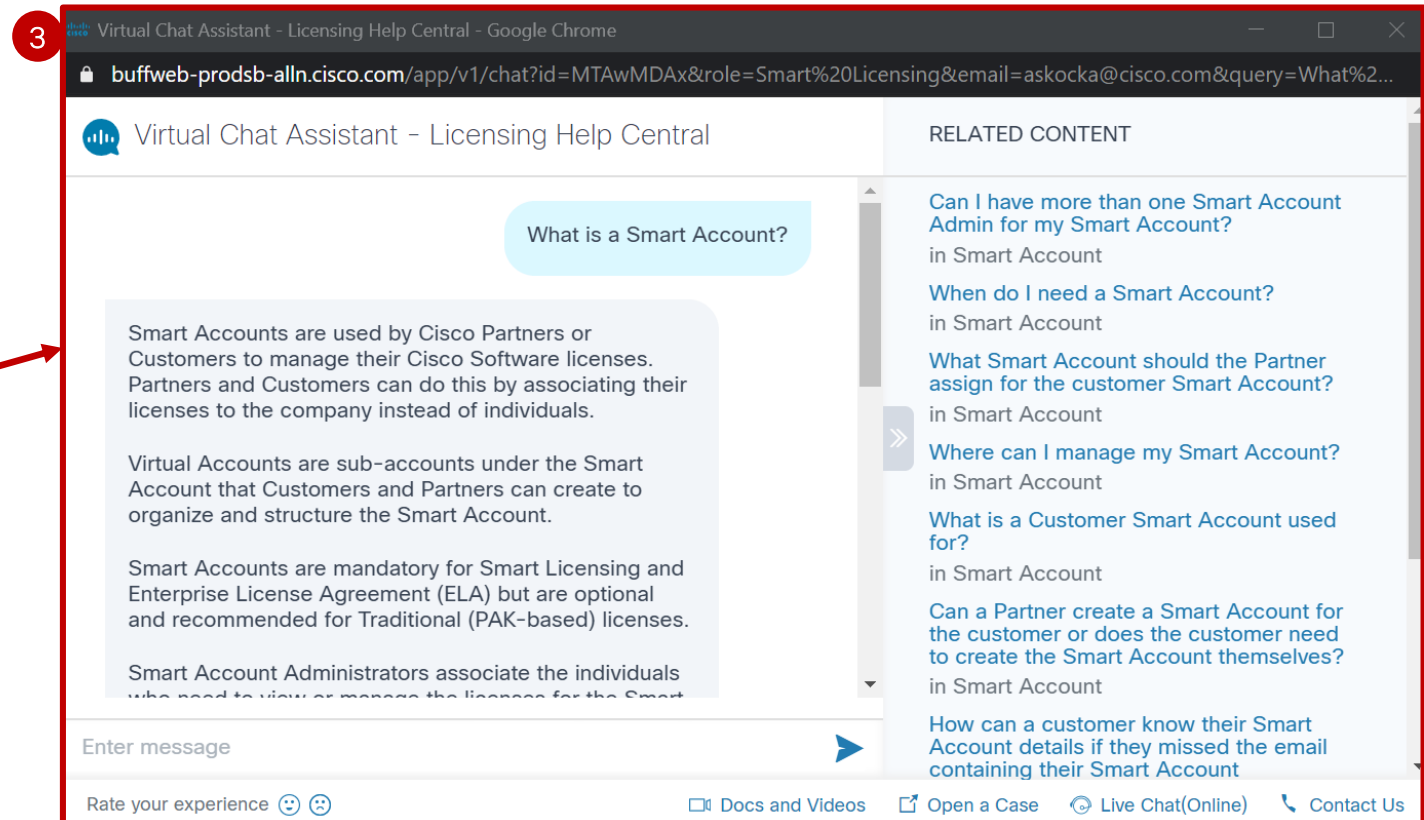
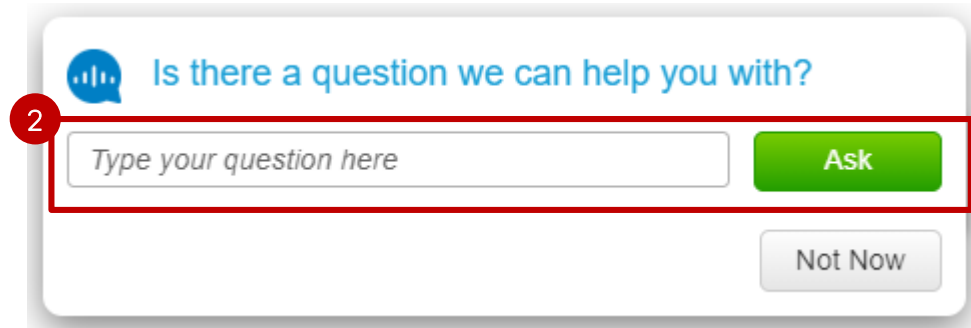
Virtual Chat Assistant in the Smart Account Request Page

- 1 If you are idle for 30 seconds, a pop-up will appear to prompt you to ask a question via the Virtual Chat Assistant (VCA). You can ask a question or select Not Now.


The screenshot shows the 'Create Smart Accounts' page in Cisco Software Central. The page is titled 'Create Smart Accounts' and includes a breadcrumb 'Cisco Software Central > Create Smart Accounts'. Below the title, there is a sub-header 'Account Creator' and a question 'Are you authorized to create the Smart Account?'. Two radio buttons are present: 'I have the authority to create the account on behalf of my company or organization' (unselected) and 'Someone else will authorize the creation of the account' (selected). Below this, there are input fields for 'Email Address' (containing 'john.doe@testendcustomer.com') and 'Special Message'. The 'Account Settings' section follows, with a prompt 'Please provide the name and the domain identifier for the Smart Account.' and input fields for 'Account Name' (containing 'Test End Customer Company') and 'Account Domain Identifier' (containing 'testendcustomer.com'). A 'Continue' button is at the bottom left. A red box highlights a VCA pop-up on the right side of the page, which contains the text 'Is there a question we can help you with?', a text input field with the placeholder 'Type your question here', a green 'Ask' button, and a grey 'Not Now' button. A red circle with the number '1' is positioned above the pop-up.

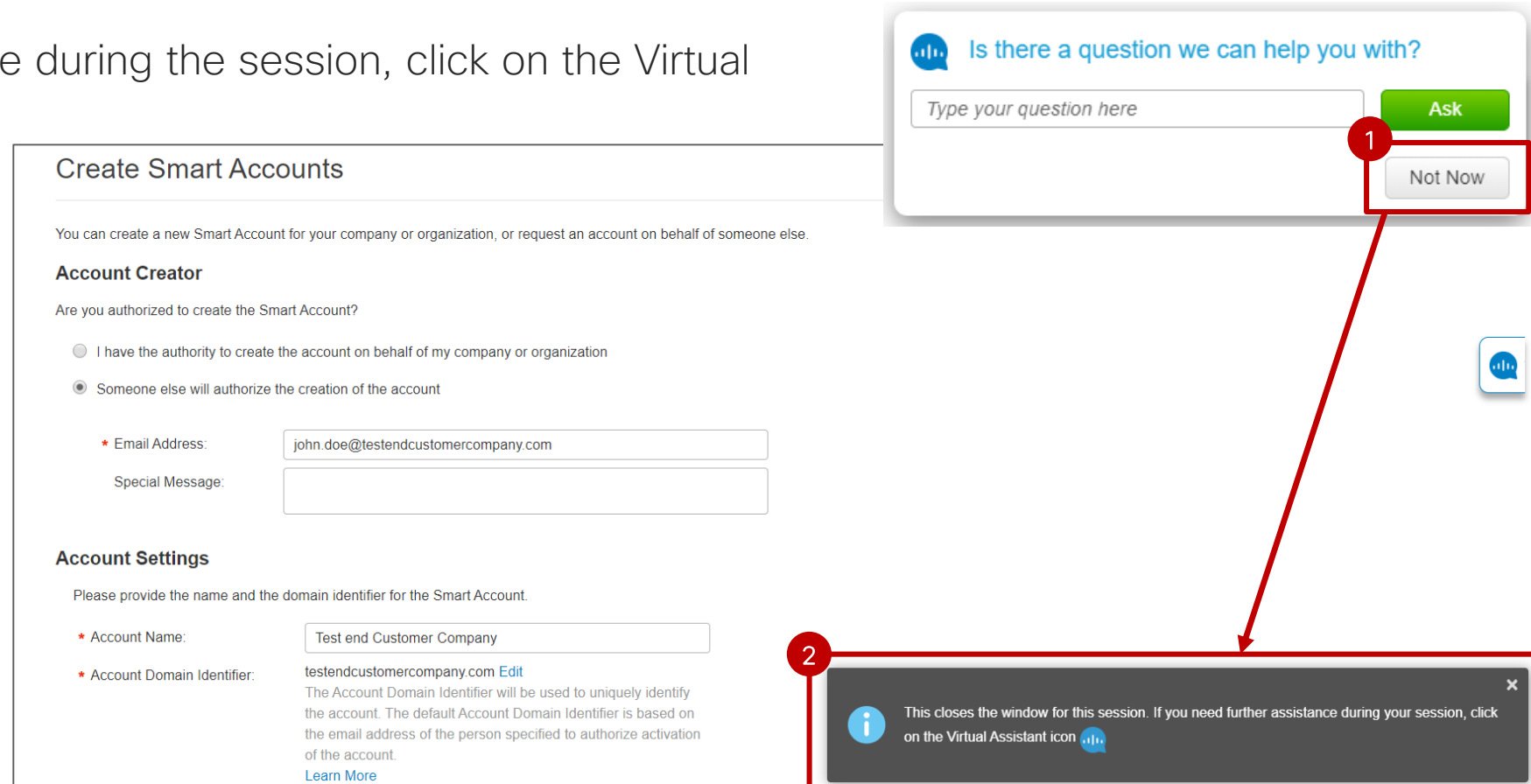
Virtual Chat Assistant in the Smart Account Request Page

- 2 If you need help, you can **ask a question** (e.g. What is a Smart Account?), and click on **Ask**
- 3 Licensing Help Central pop-up page will open up, providing an answer to your question, as well as related content. You can also **Enter a new message** (type in your question), **Rate your experience**, **View Docs & Videos**, **Open a Case**, **access Live Chat**, **Contact Us**.



Virtual Chat Assistant in the Smart Account Request Page



- 1 If you click on **Not Now**, you will close the window for this session.
- 2 If you need further assistance during the session, click on the Virtual Chat Assistant icon 




The screenshot shows the 'Create Smart Accounts' page. The page content includes:

- Create Smart Accounts**
- You can create a new Smart Account for your company or organization, or request an account on behalf of someone else.
- Account Creator**
- Are you authorized to create the Smart Account?
 - I have the authority to create the account on behalf of my company or organization
 - Someone else will authorize the creation of the account
- * Email Address:
- Special Message:
- Account Settings**
- Please provide the name and the domain identifier for the Smart Account.
- * Account Name:
- * Account Domain Identifier: [Edit](#)
The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account.
[Learn More](#)


Overlaid on the right side is a chat assistant window with the following elements:

- Header:  Is there a question we can help you with?
- Input field:
- Buttons: (green) and (grey)
- Bottom right: 

Two red callouts are present:

- Callout 1: A red box around the 'Not Now' button with a red arrow pointing to the text in callout 2.
- Callout 2: A red box around a dark grey notification bar at the bottom right. The bar contains an information icon, the text 'This closes the window for this session. If you need further assistance during your session, click on the Virtual Assistant icon ', and a close button (X).

Virtual Chat Assistant in the Smart Account Request Page

- 1 While you are requesting a Smart Account, you can also click on the VCA icon  at any time to open up the Virtual Assistant.
- 2 The Licensing Help Central page appears and you can Enter a new message (type in your question), Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.

Create Smart Accounts

You can create a new Smart Account for your company or organization, or request an account on behalf of someone else.

Account Creator

Are you authorized to create the Smart Account?

I have the authority to create the account on behalf of my company or organization

Someone else will authorize the creation of the account

* Email Address:

Special Message:

Account Settings

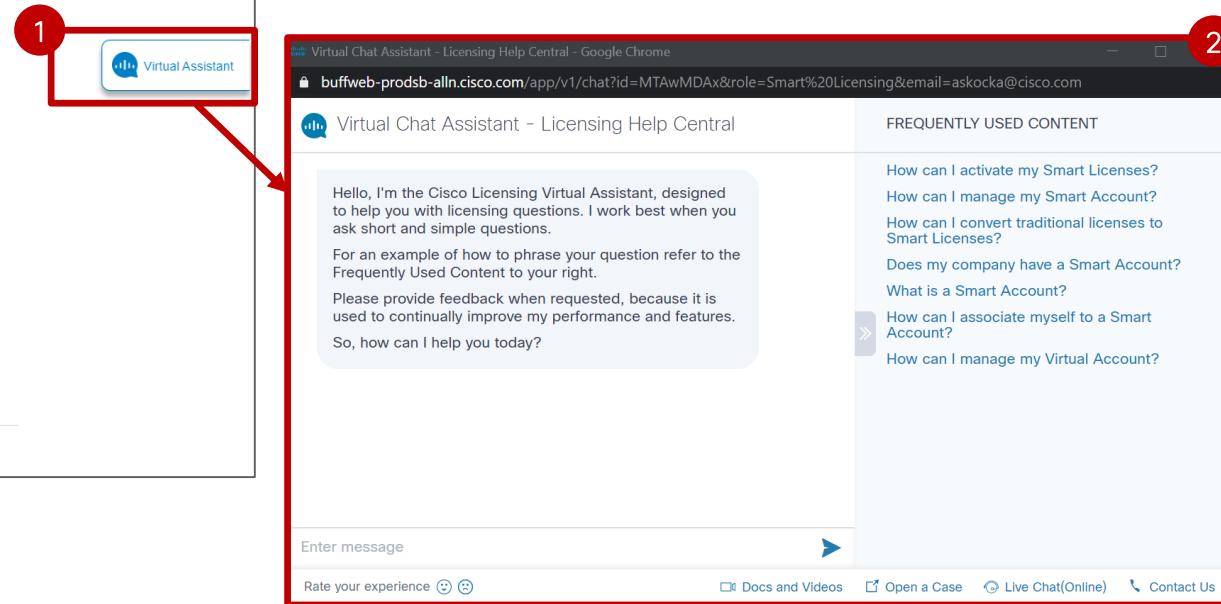
Please provide the name and the domain identifier for the Smart Account.

* Account Name:

* Account Domain Identifier: [testendcustomercompany.com](#) [Edit](#)

The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account.

[Learn More](#)



Virtual Chat Assistant - Licensing Help Central - Google Chrome

buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Licensing&email=askocka@cisco.com

Virtual Chat Assistant - Licensing Help Central

FREQUENTLY USED CONTENT

- How can I activate my Smart Licenses?
- How can I manage my Smart Account?
- How can I convert traditional licenses to Smart Licenses?
- Does my company have a Smart Account?
- What is a Smart Account?
- How can I associate myself to a Smart Account?
- How can I manage my Virtual Account?

Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions.

For an example of how to phrase your question refer to the Frequently Used Content to your right.

Please provide feedback when requested, because it is used to continually improve my performance and features.

So, how can I help you today?

Enter message

Rate your experience

[Docs and Videos](#) [Open a Case](#) [Live Chat\(Online\)](#) [Contact Us](#)

Virtual Chat Assistant in the Manage Smart
Account Page

Virtual Chat Assistant in the Manage Smart Account Page

- 1 From Cisco Software Central, go to the Administration section and click on Manage Smart Account.



The screenshot displays the Cisco Software Central Administration page, which is organized into a grid of five main sections:

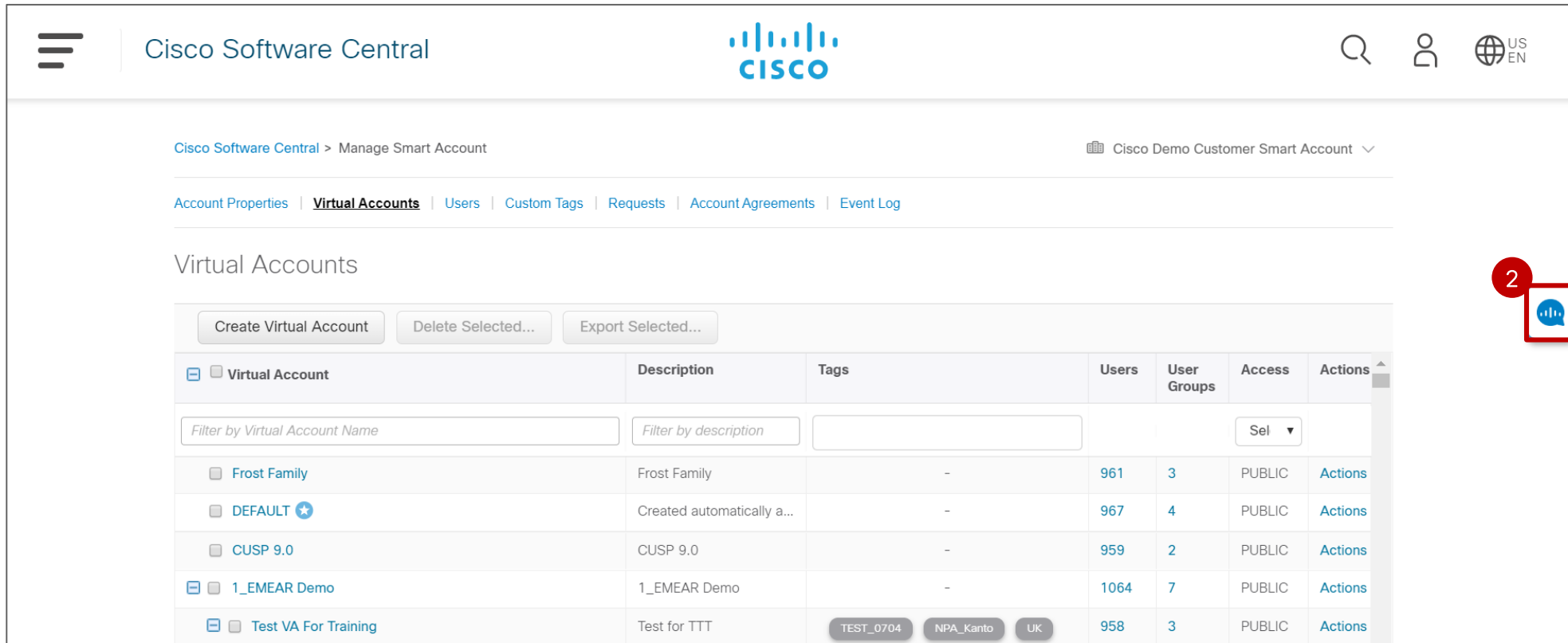
- Download & Upgrade**: Includes links for Software Download, eDelivery, Product Upgrade Tool (PUT), and Upgradeable Products.
- Network Plug and Play**: Includes links for Plug and Play Connect and Learn about Network Plug and Play.
- License**: Includes links for Traditional Licensing, Smart Software Licensing, Enterprise Agreements, and View My Consumption.
- Order**: Includes links for Buy Directly from Cisco and End User License and SAAS Terms.
- Administration**: Contains a list of actions for users and partners. The **Manage Smart Account** option is highlighted with a red box and a red '1'.

Administration Section Details:

- All Users:**
 - [Request a Smart Account](#): Get a Smart Account for your organization or initiate it for someone else
 - [Request Access to an Existing Smart Account](#): Submit a request for access to a Smart Account
 - [Manage Smart Account](#): Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts.
- Additional for Partners:**
 - [Request a Partner Holding Account](#): Allows Cisco Partners to request a Holding Smart Account
 - [Manage Pending Smart Accounts](#): View the properties of Smart Accounts in 'Pending' status requested on behalf of Customers and take actions to activate the Smart Accounts

Virtual Chat Assistant in the Manage Smart Account Page

- 2 The Virtual Chat Assistant will appear as a blue icon  in the upper right-hand corner of the Smart Account Request page. Click on the blue icon  to open up the Virtual Chat Assistant.




Cisco Software Central

Cisco Demo Customer Smart Account

Account Properties | **Virtual Accounts** | Users | Custom Tags | Requests | Account Agreements | Event Log

Virtual Accounts

Create Virtual Account Delete Selected... Export Selected...

| Virtual Account | Description | Tags | Users | User Groups | Access | Actions |
|--|----------------------------|------------------------|-------|-------------|--------|---------|
| <input type="checkbox"/> Frost Family | Frost Family | - | 961 | 3 | PUBLIC | Actions |
| <input type="checkbox"/> DEFAULT  | Created automatically a... | - | 967 | 4 | PUBLIC | Actions |
| <input type="checkbox"/> CUSP 9.0 | CUSP 9.0 | - | 959 | 2 | PUBLIC | Actions |
| <input checked="" type="checkbox"/> 1_EMEAR Demo | 1_EMEAR Demo | - | 1064 | 7 | PUBLIC | Actions |
| <input checked="" type="checkbox"/> Test VA For Training | Test for TTT | TEST_0704 NPA_Kanto UK | 958 | 3 | PUBLIC | Actions |

Virtual Chat Assistant in the Manage Smart Account Page

3 The Virtual Chat Assistant - Licensing Help Central page will open in a pop-up window.

3a You can ask a question (enter a message).

3b You can also access frequently used content on the right-hand side.

3c What's more, you can Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.

The screenshot shows a browser window titled "Virtual Chat Assistant - Licensing Help Central - Google Chrome". The address bar shows the URL: `spyder.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20Account&email=skocka@cisco.com`. The chat interface includes a header with a chat icon and the title "Virtual Chat Assistant - Licensing Help Central". A large message bubble contains the following text: "Hi, I'm the Cisco Licensing Virtual Chat Assistant, designed to help you. I am still learning how to provide you the best experience possible. I work best when you ask short, simple questions. If you need assistance from a live agent please click the Open Case or Live Chat link below. You will know that an agent is available when the link appears as 'Live Chat (Online)'. To help me to continue to improve this virtual experience for you and other customers please provide feedback when requested. So how can I help you today?". On the right side, there is a section titled "FREQUENTLY USED CONTENT" with several links: "How can I activate my Smart Licenses?", "How can I manage my Virtual Account?", "How can I associate traditional licenses with a Smart Account?", "What is a Smart Account?", "How can I get access to a Smart Account?", "Why can't I find my licenses if my Smart account is pending?", and "Why is Cisco changing its software licensing?". At the bottom, there is an input field with the placeholder text "Enter message" and a blue arrow button. Below the input field, there is a "Rate your experience" section with two smiley face icons. At the bottom right, there are four navigation links: "Docs and Videos", "Open a Case", "Live Chat(Offline)", and "Contact Us". Red circles with numbers 3, 3a, 3b, and 3c are overlaid on the image to indicate the steps described in the text.

Virtual Chat Assistant in the Manage Smart Account Page

- 1 If you are idle for 30 seconds, a pop-up will appear to prompt you to ask a question via the Virtual Chat Assistant (VCA). You can ask a question or select Not Now.

The screenshot displays the Cisco Software Central interface for managing a Smart Account. The page title is "Cisco Software Central" and the current view is "Manage Smart Account" for "Cisco Demo Customer Smart Account". The breadcrumb trail includes "Account Properties", "Virtual Accounts", "Users", "Custom Tags", "Requests", "Account Agreements", and "Event Log".

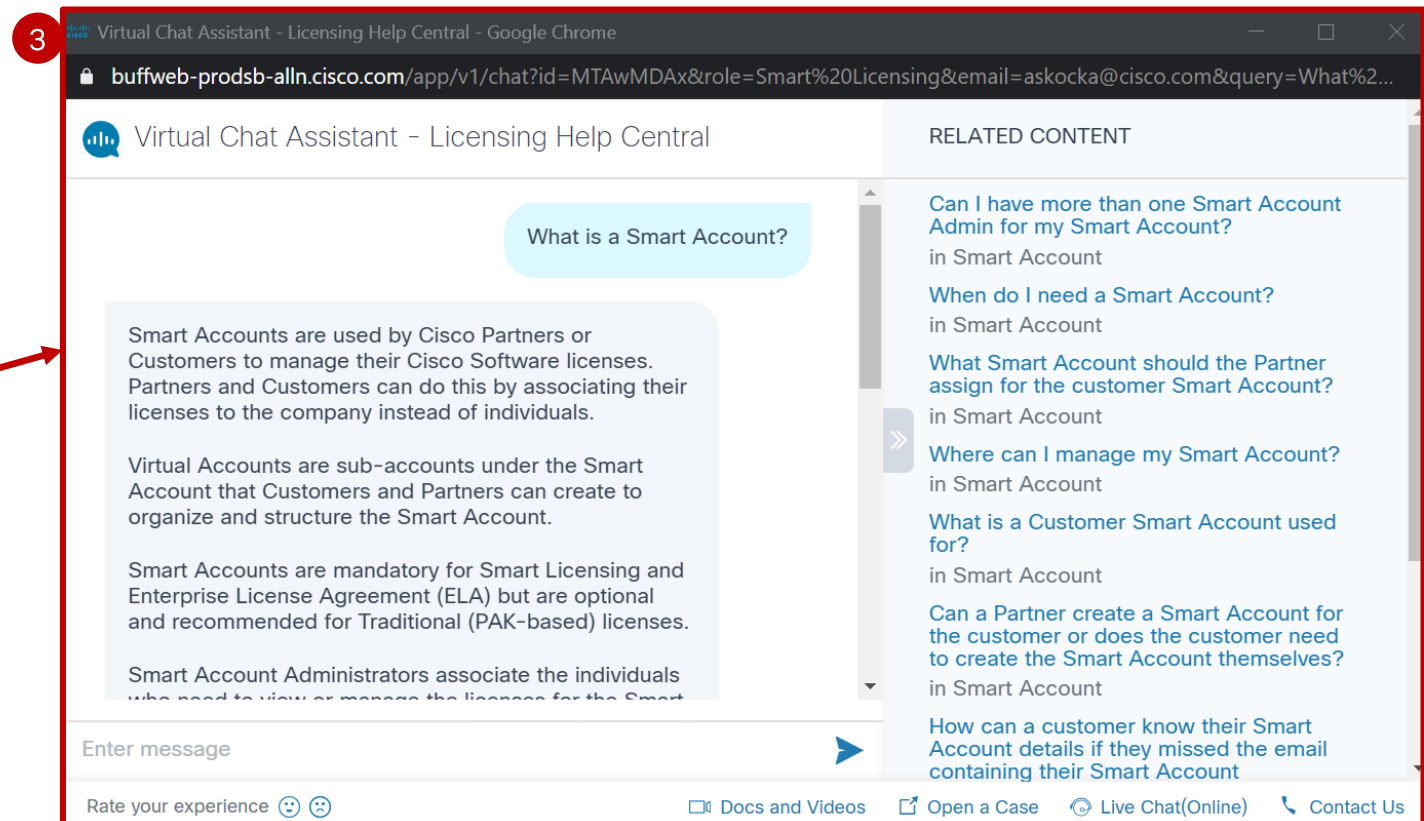
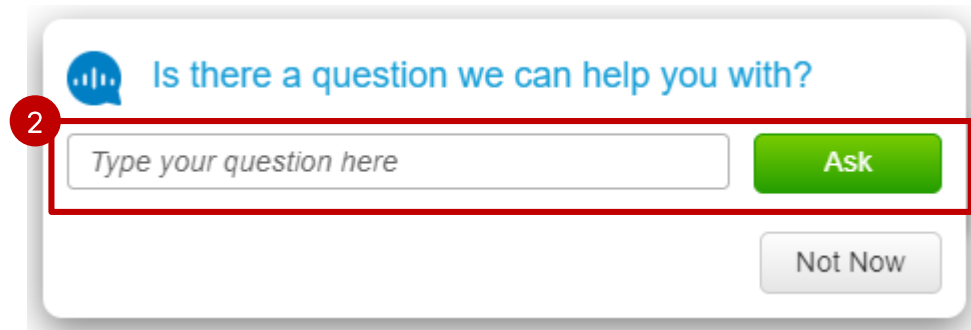
The "Virtual Accounts" section features a table with columns for "Virtual Account", "Description", "Tags", "Users", "Groups", and "Actions". The table contains the following data:

| Virtual Account | Description | Tags | Users | Groups | Actions |
|--|----------------------------|------|-------|--------|----------------|
| <input type="checkbox"/> Frost Family | Frost Family | - | 961 | 3 | PUBLIC Actions |
| <input type="checkbox"/> DEFAULT ★ | Created automatically a... | - | 967 | 4 | PUBLIC Actions |
| <input type="checkbox"/> CUSP 9.0 | CUSP 9.0 | - | 959 | 2 | PUBLIC Actions |
| <input checked="" type="checkbox"/> 1_EMEAR Demo | 1_EMEAR Demo | - | 1064 | 7 | PUBLIC Actions |


A red box highlights a pop-up window with the text "Is there a question we can help you with?". Below the text is a text input field labeled "Type your question here" and a green "Ask" button. A "Not Now" button is also present. A red circle with the number "1" is positioned above the pop-up.

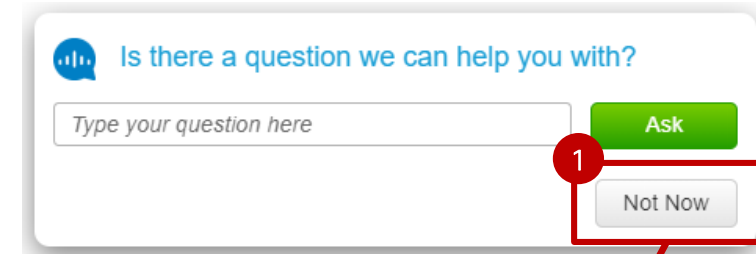
Virtual Chat Assistant in the manage Smart Account Page

- 2 If you need help, you can **ask a question** (e.g. What is a Smart Account?), and click on **Ask**
- 3 Licensing Help Central pop-up page will open up, providing an answer to your question, as well as related content. You can also **Enter a new message** (type in your question), **Rate your experience**, **View Docs & Videos**, **Open a Case**, **access Live Chat**, **Contact Us**.



Virtual Chat Assistant in the Manage Smart Account Page

- 1 If you click on **Not Now**, you will close the window for this session.
- 2 If you need further assistance during the session, click on the Virtual Chat Assistant icon 




Cisco Software Central

Cisco Software Central > Manage Smart Account


Account Properties | **Virtual Accounts** | Users | Custom Tags | Requests | Account Agreements | Event Log

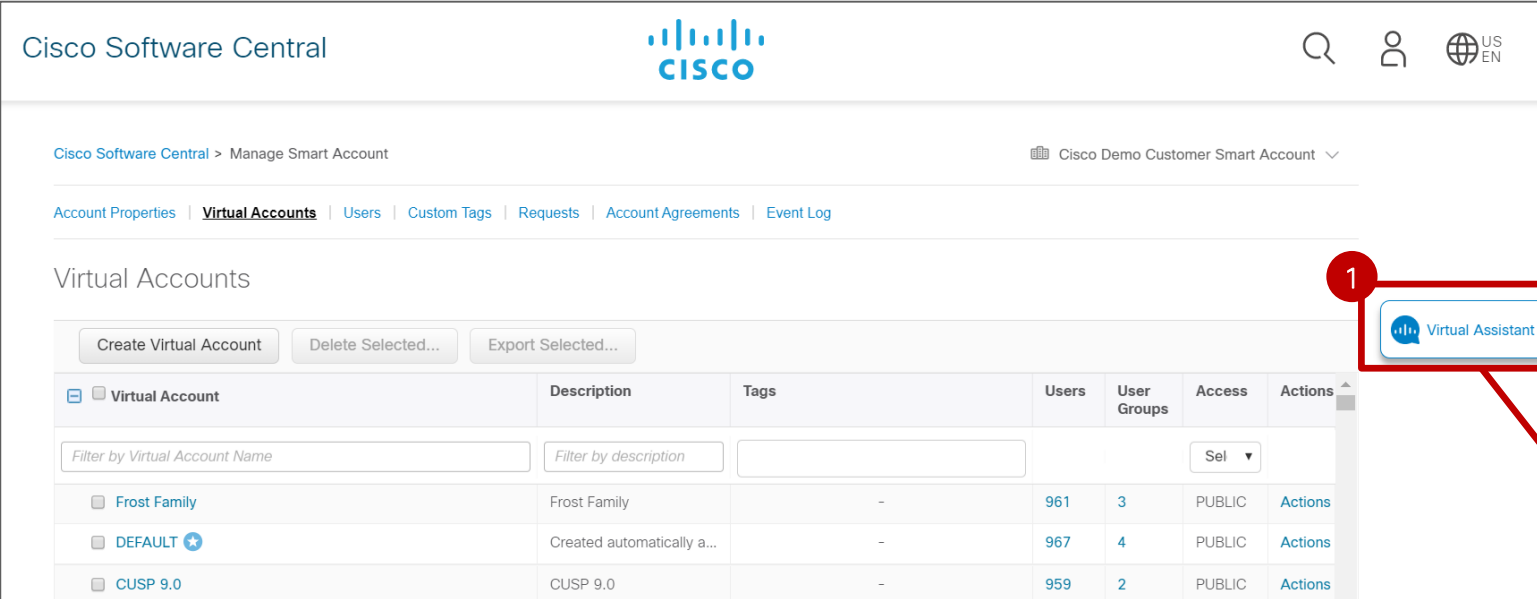
Virtual Accounts

| Virtual Account | Description | Tags | Users | User Groups | Access | Actions |
|--|----------------------------|-----------|-------|-------------|--------|---------|
| <input type="checkbox"/> Frost Family | Frost Family | - | 961 | 3 | PUBLIC | Actions |
| <input type="checkbox"/> DEFAULT | Created automatically a... | - | 967 | 4 | PUBLIC | Actions |
| <input type="checkbox"/> CUSP 9.0 | CUSP 9.0 | - | 959 | 2 | PUBLIC | Actions |
| <input checked="" type="checkbox"/> 1_EMEAR Demo | 1_EMEAR Demo | | 1064 | 7 | PUBLIC | Actions |
| <input checked="" type="checkbox"/> Test VA For Training | Test for TTT | TEST_0... | | | | Actions |
| <input checked="" type="checkbox"/> Warsaw | | Warsaw | | | | Actions |
| <input type="checkbox"/> Śródmieście | abc | | 958 | 2 | PUBLIC | Actions |

This closes the window for this session. If you need further assistance during your session, click on the Virtual Assistant icon 

Virtual Chat Assistant in the Manage Smart Account Page

- 1 While you are on the Manage Smart Account page, you can also click on the VCA icon  at any time to open up the Virtual Assistant.
- 2 The Licensing Help Central page appears and you can Enter a new message (type in your question), Rate your experience, View Docs & Videos, Open a Case, access Live Chat, Contact Us.



Cisco Software Central

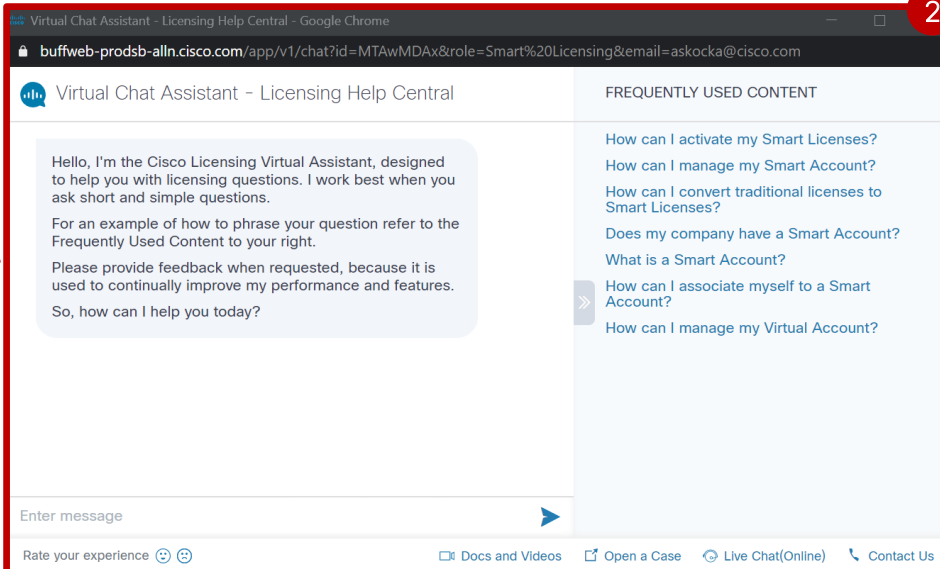
Cisco Software Central > Manage Smart Account

Account Properties | **Virtual Accounts** | Users | Custom Tags | Requests | Account Agreements | Event Log

Virtual Accounts

Create Virtual Account Delete Selected... Export Selected...

| Virtual Account | Description | Tags | Users | User Groups | Access | Actions |
|-----------------|----------------------------|------|-------|-------------|--------|---------|
| Frost Family | Frost Family | - | 961 | 3 | PUBLIC | Actions |
| DEFAULT | Created automatically a... | - | 967 | 4 | PUBLIC | Actions |
| CUSP 9.0 | CUSP 9.0 | - | 959 | 2 | PUBLIC | Actions |



Virtual Chat Assistant - Licensing Help Central - Google Chrome

buffweb-prodsb-alln.cisco.com/app/v1/chat?id=MTAwMDAx&role=Smart%20licensing&email=askocka@cisco.com

Virtual Chat Assistant - Licensing Help Central

Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions.

For an example of how to phrase your question refer to the Frequently Used Content to your right.


Please provide feedback when requested, because it is used to continually improve my performance and features.

So, how can I help you today?

FREQUENTLY USED CONTENT

- How can I activate my Smart Licenses?
- How can I manage my Smart Account?
- How can I convert traditional licenses to Smart Licenses?
- Does my company have a Smart Account? What is a Smart Account?
- How can I associate myself to a Smart Account?
- How can I manage my Virtual Account?

Enter message

Rate your experience 

[Docs and Videos](#) [Open a Case](#) [Live Chat\(Online\)](#) [Contact Us](#)



Version History (February 2020)

| Slide # | Details | Release |
|---------------------------|--|-----------------------|
| 14, 15, 16, 17, 18, 19 | New Virtual Chat Assistant Layout in LRP | February 14th 2020 |
| 7, 8, 9 | Updates to Virtual Chat Assistant in SSM | February 14th 2020 |
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Version History (March 2020)

| Slide # | Details | Release |
|---------|--|------------|
| 20 - 36 | Virtual Chat Assistant in the Smart Account Request and Manage Smart Account Pages | March 2020 |
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Version History (April 2020)

| Slide # | Details | Release |
|----------------|--|------------|
| 31, 33, 35, 36 | Virtual Chat Assistant in the Manage Smart Account Page: updated screenshots | April 2020 |
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