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.

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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

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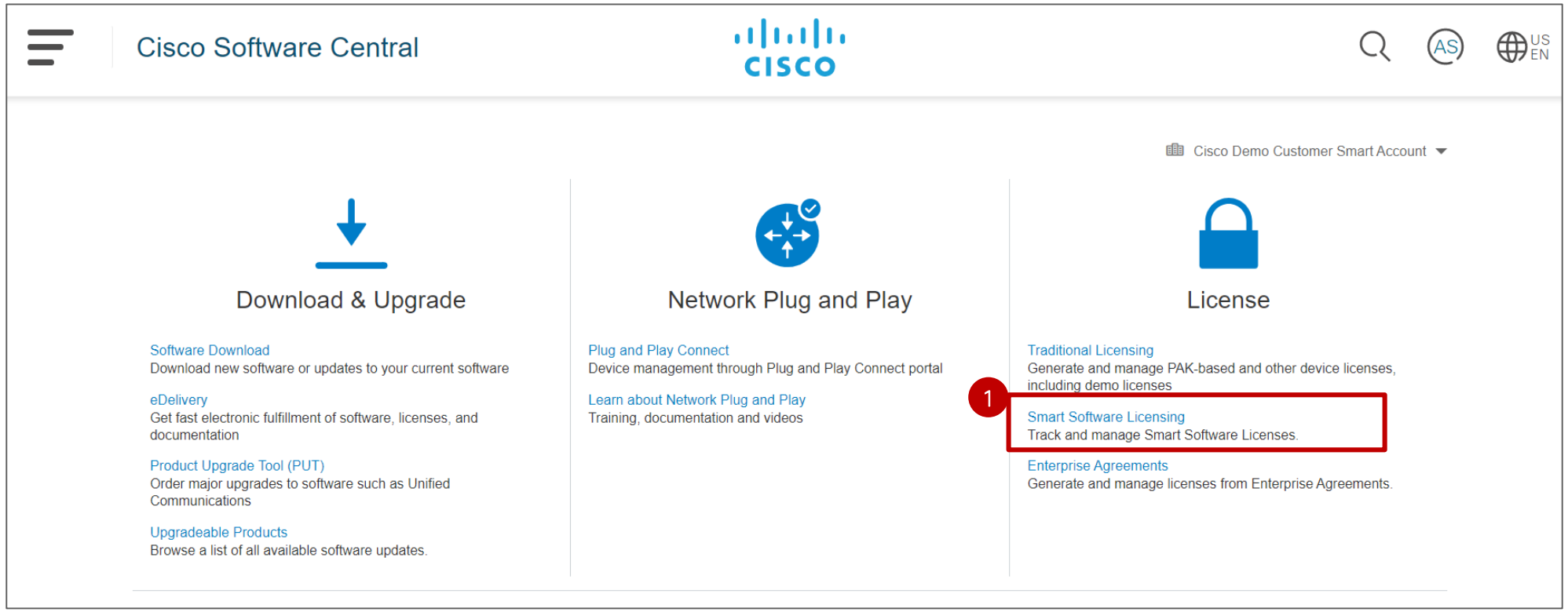
Virtual Chat Assistant in SSM

Virtual Chat Assistant in SSM

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



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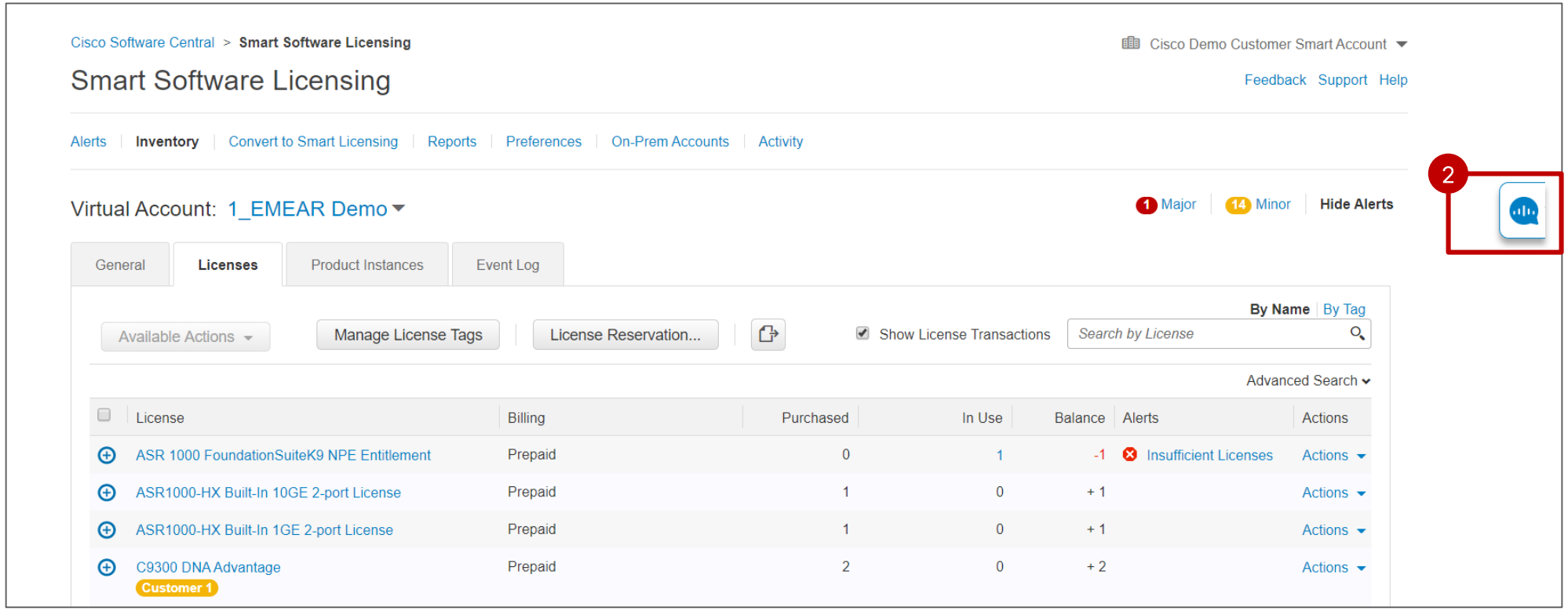
Virtual Chat Assistant in SSM

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.



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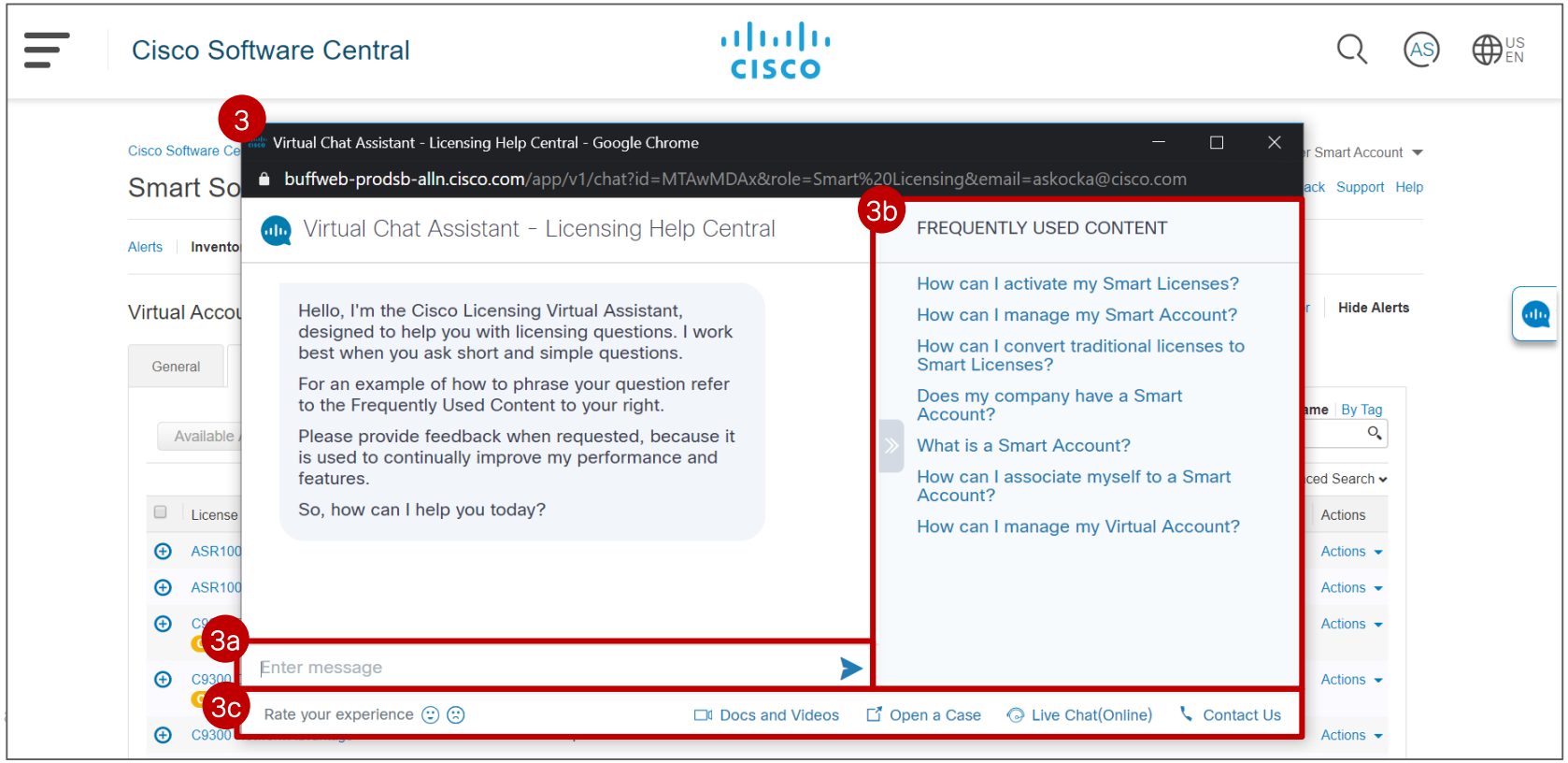
Virtual Chat Assistant in SSM

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.**



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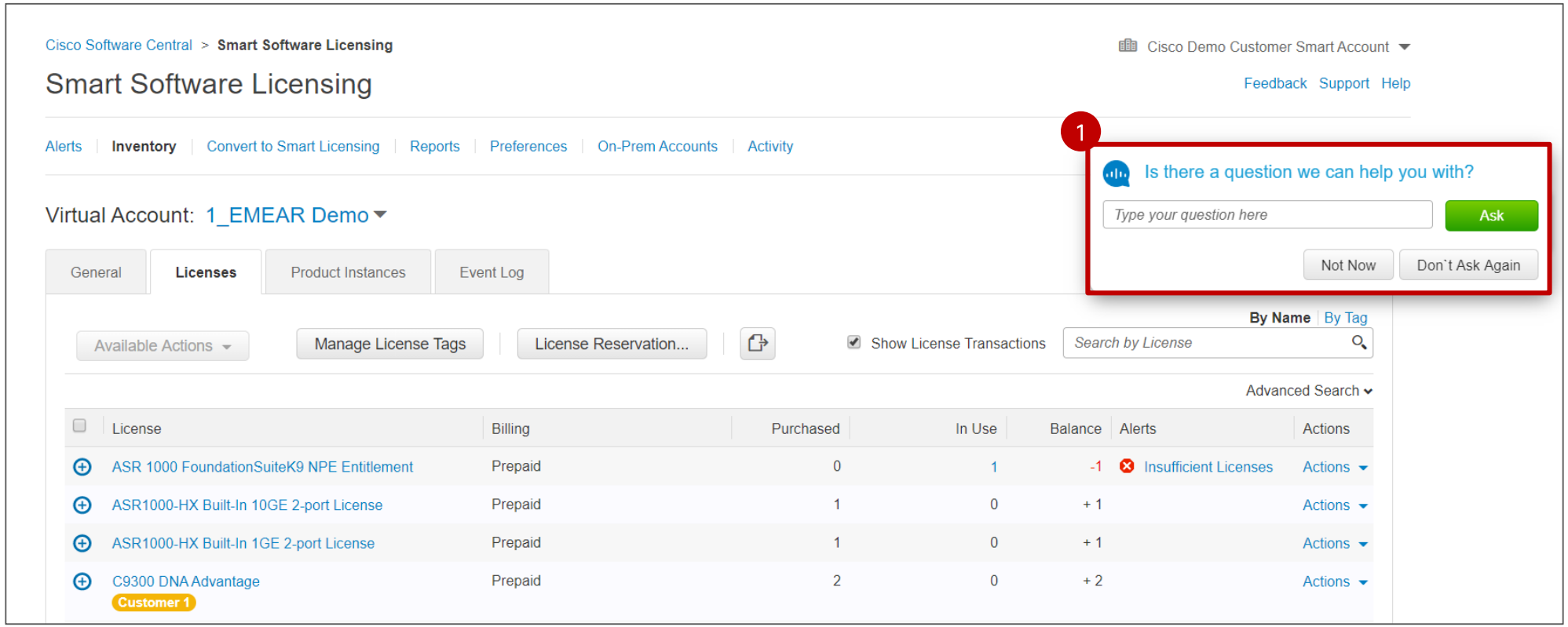
Virtual Chat Assistant in SSM

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**.



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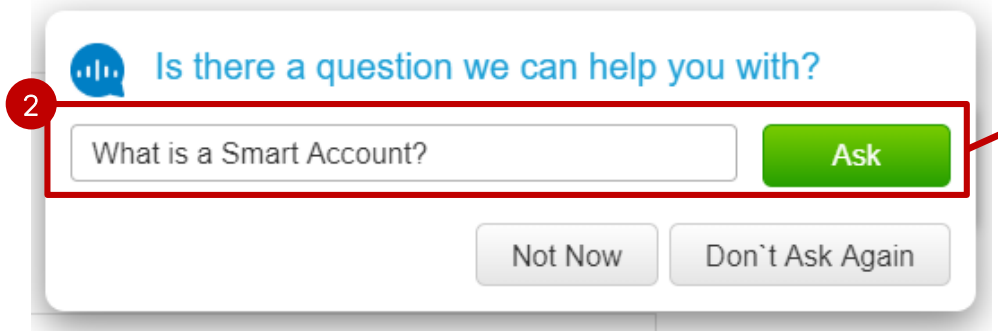
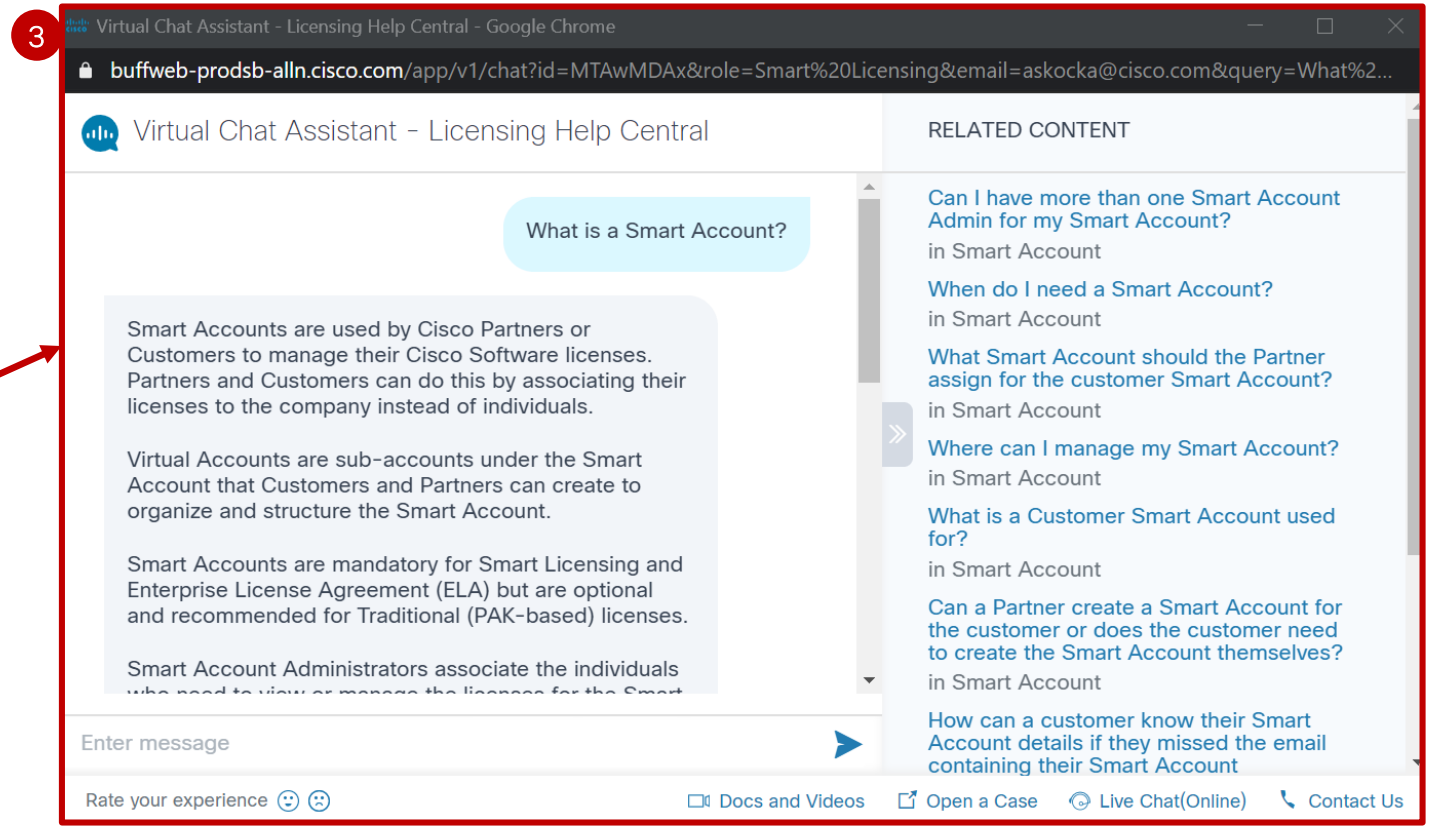
Virtual Chat Assistant in SSM

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.**





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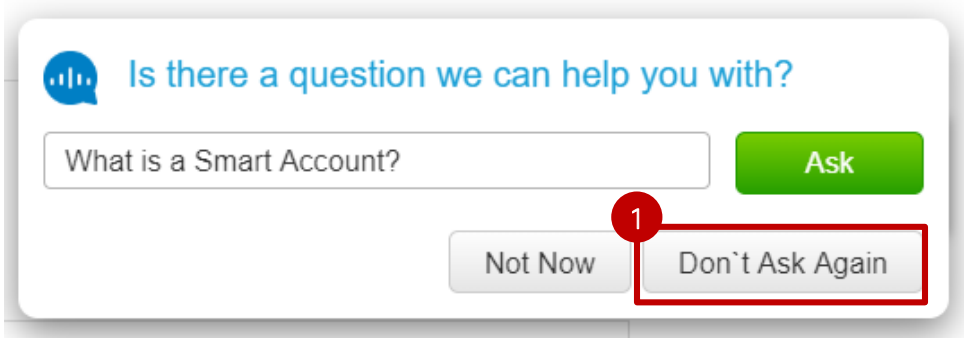
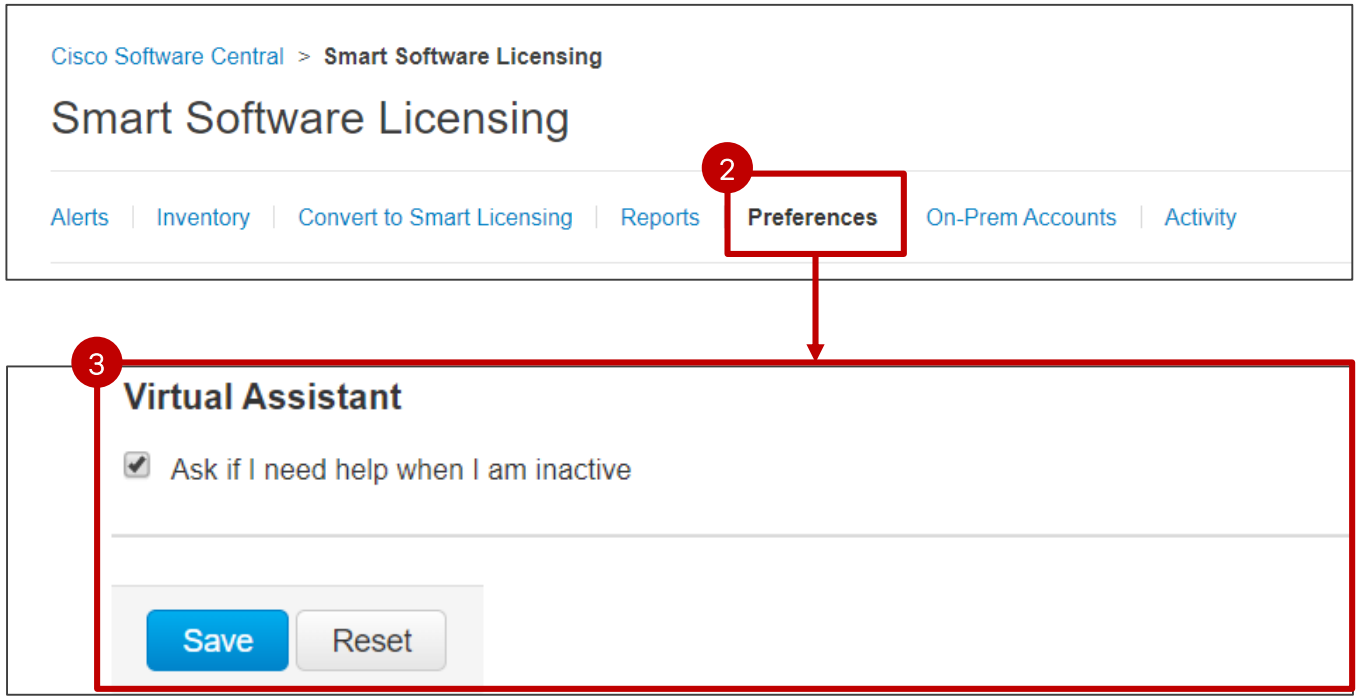
Virtual Chat Assistant in SSM

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**.





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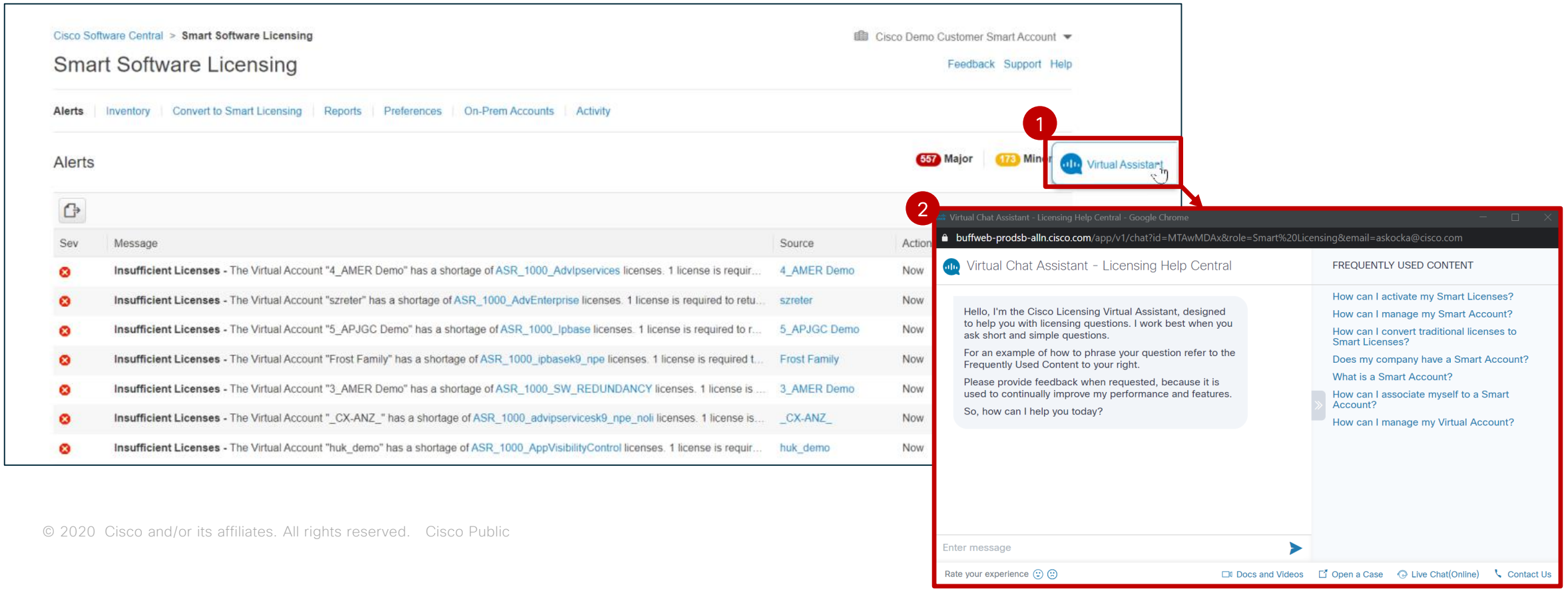
Virtual Chat Assistant in SSM

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.**



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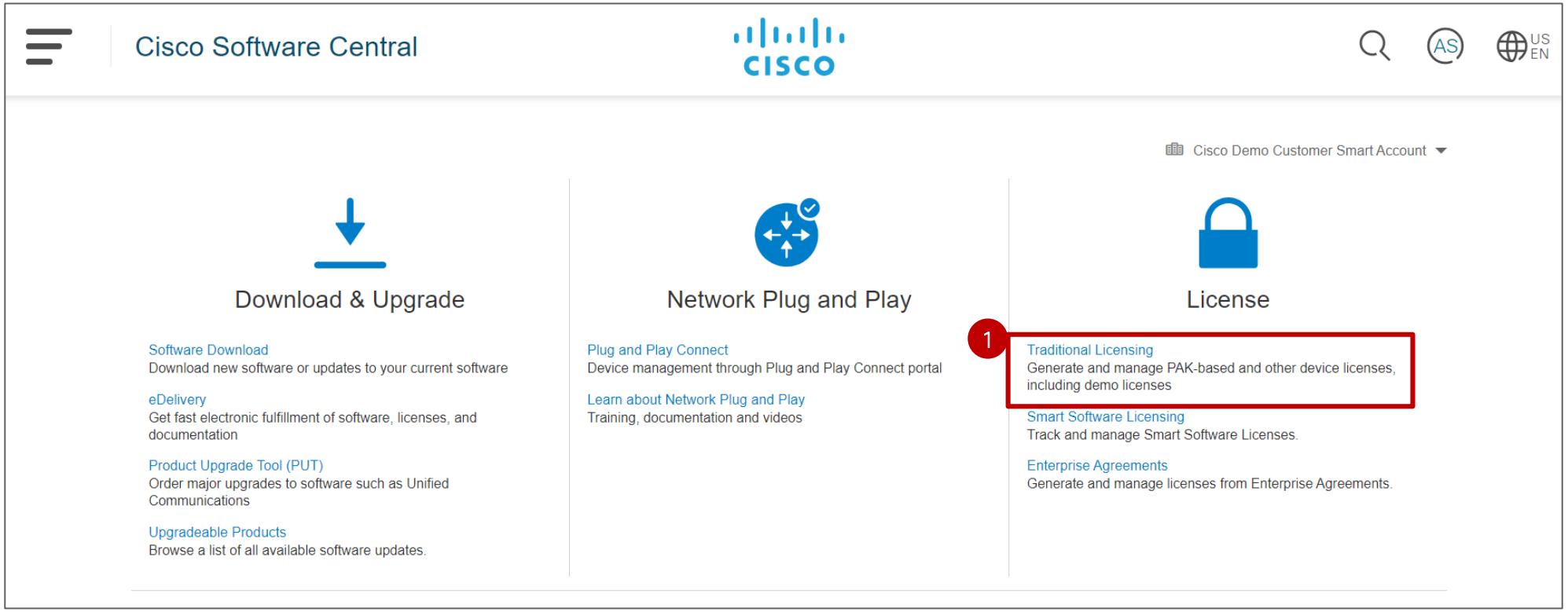
Virtual Chat Assistant in LRP

Virtual Chat Assistant in LRP

1. From Cisco Software Central, go to the **License** section and click on **Traditional Licensing**.



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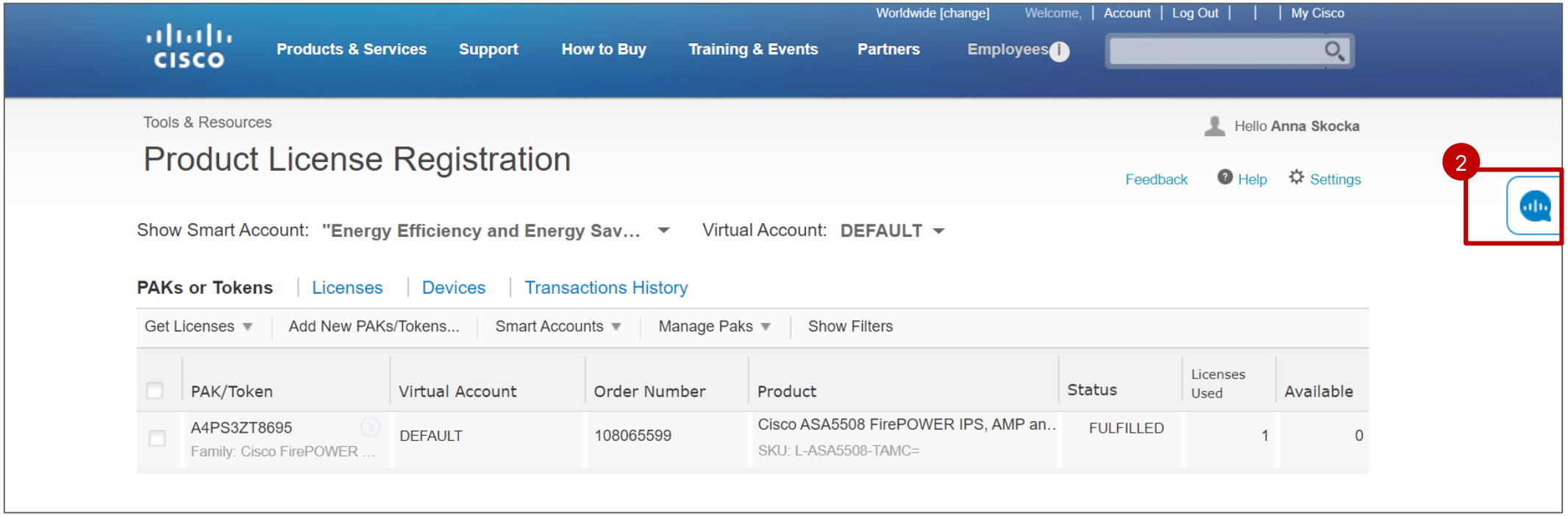
Virtual Chat Assistant in LRP

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.



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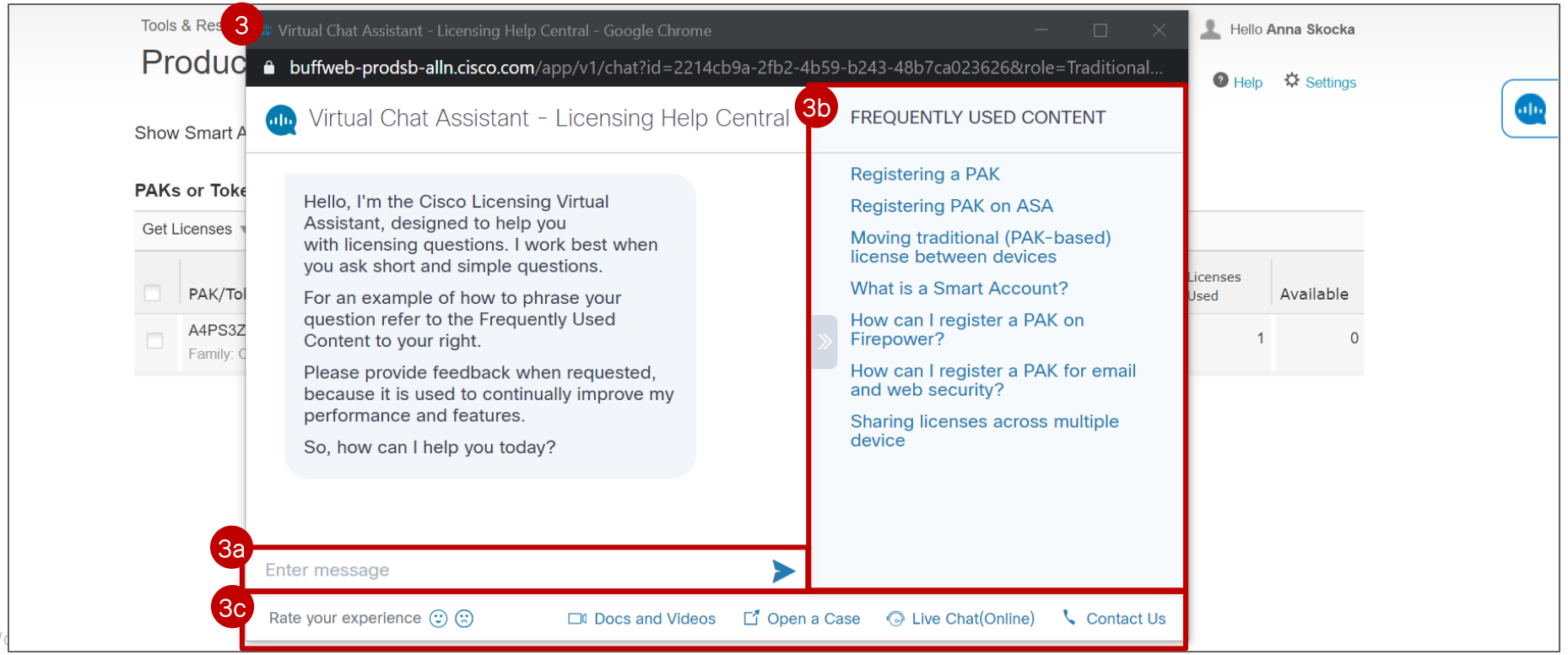
Virtual Chat Assistant in LRP

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.**



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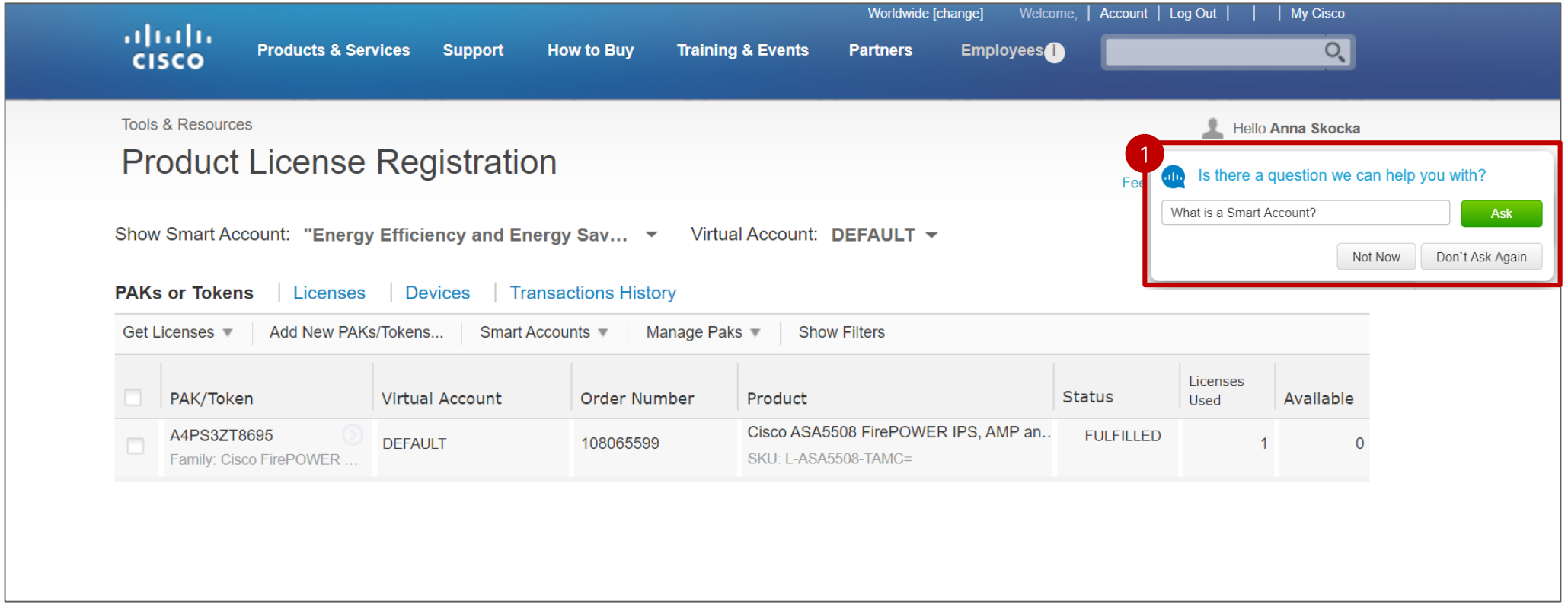
Virtual Chat Assistant in LRP

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**.



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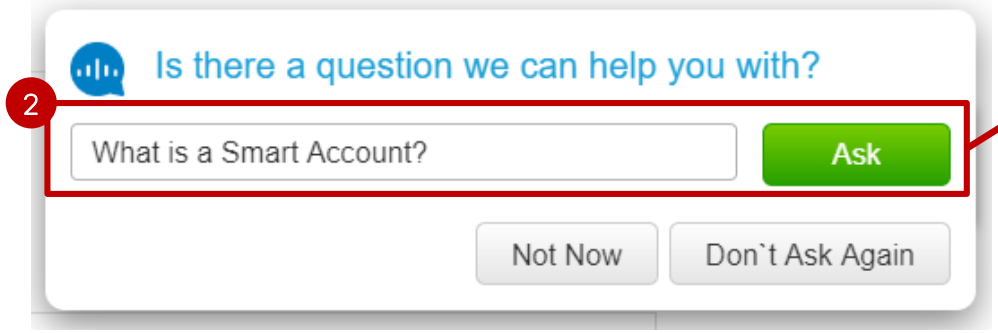
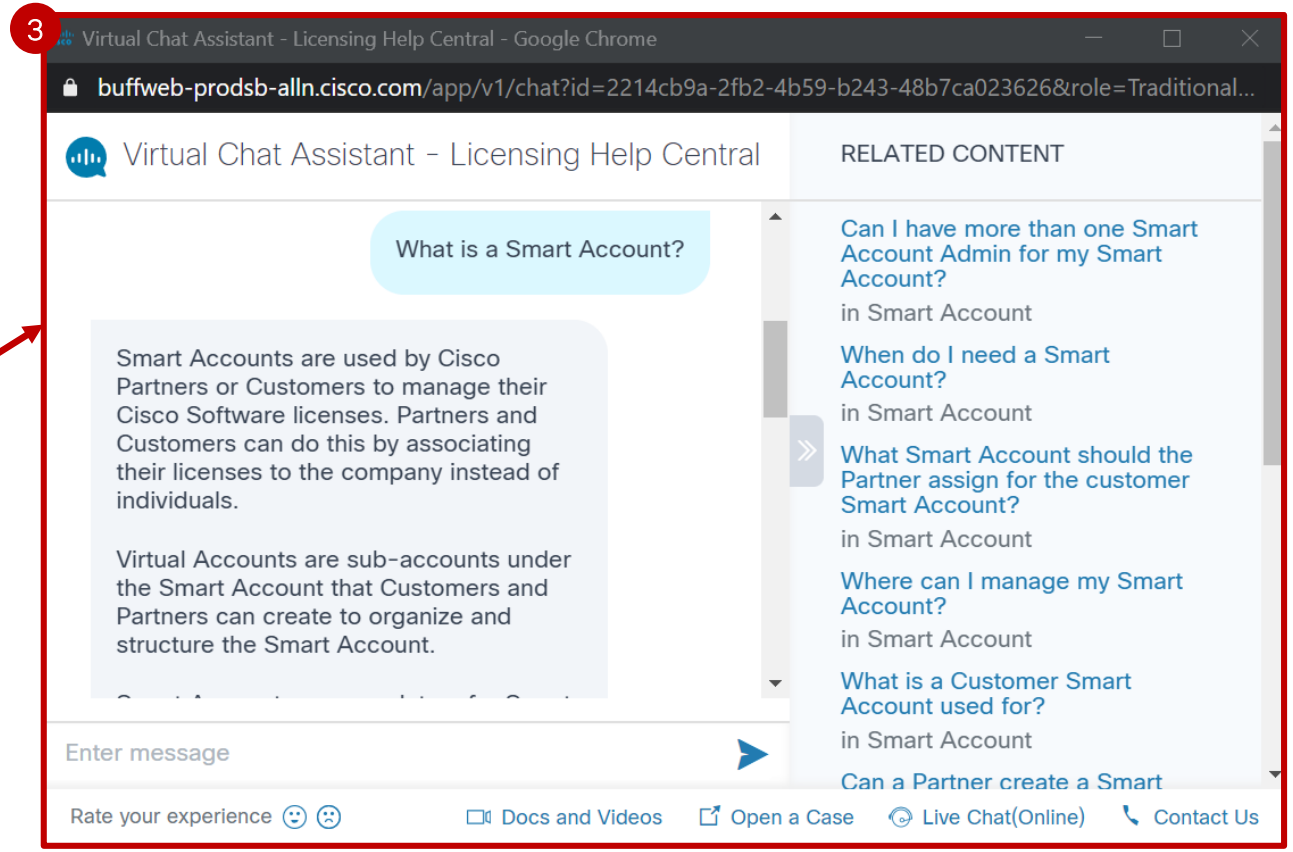
Virtual Chat Assistant in LRP

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.**





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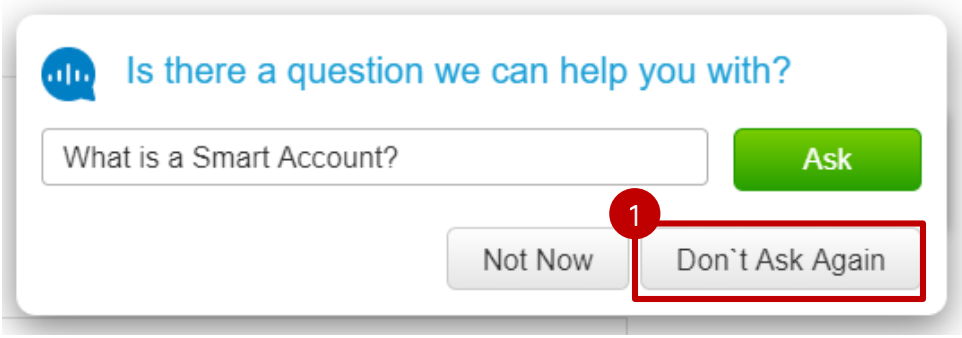
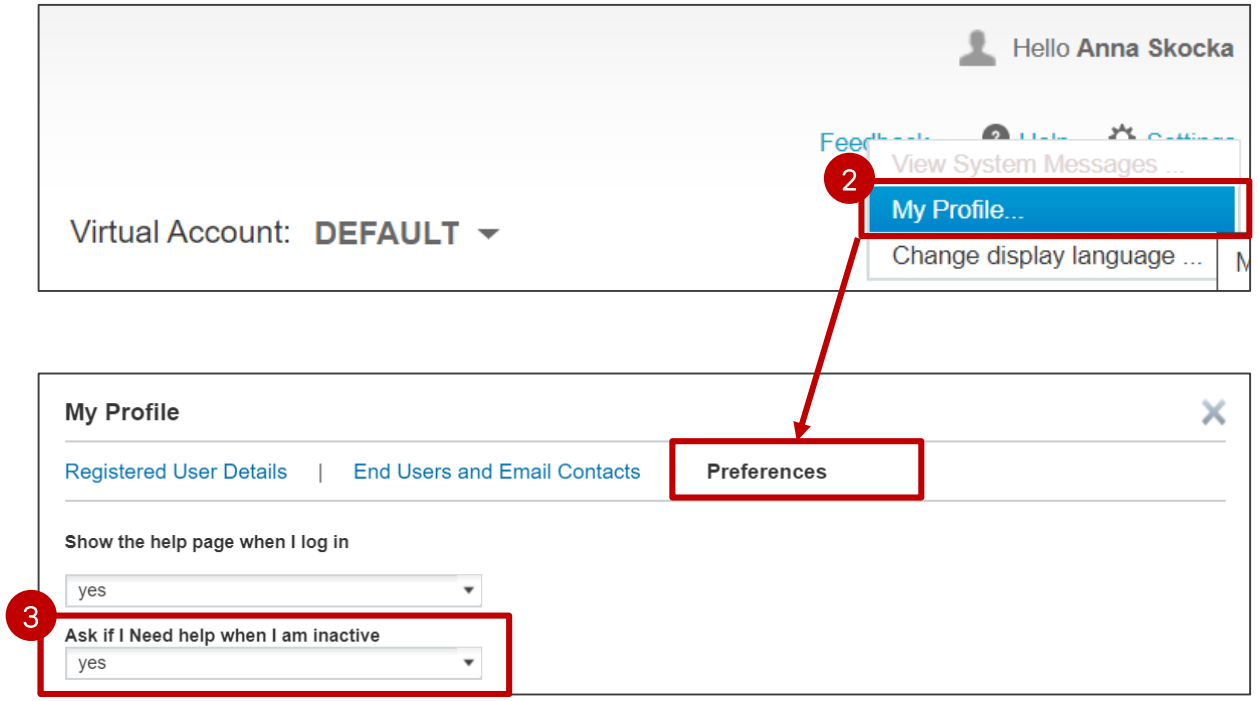
Virtual Chat Assistant in LRP

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.





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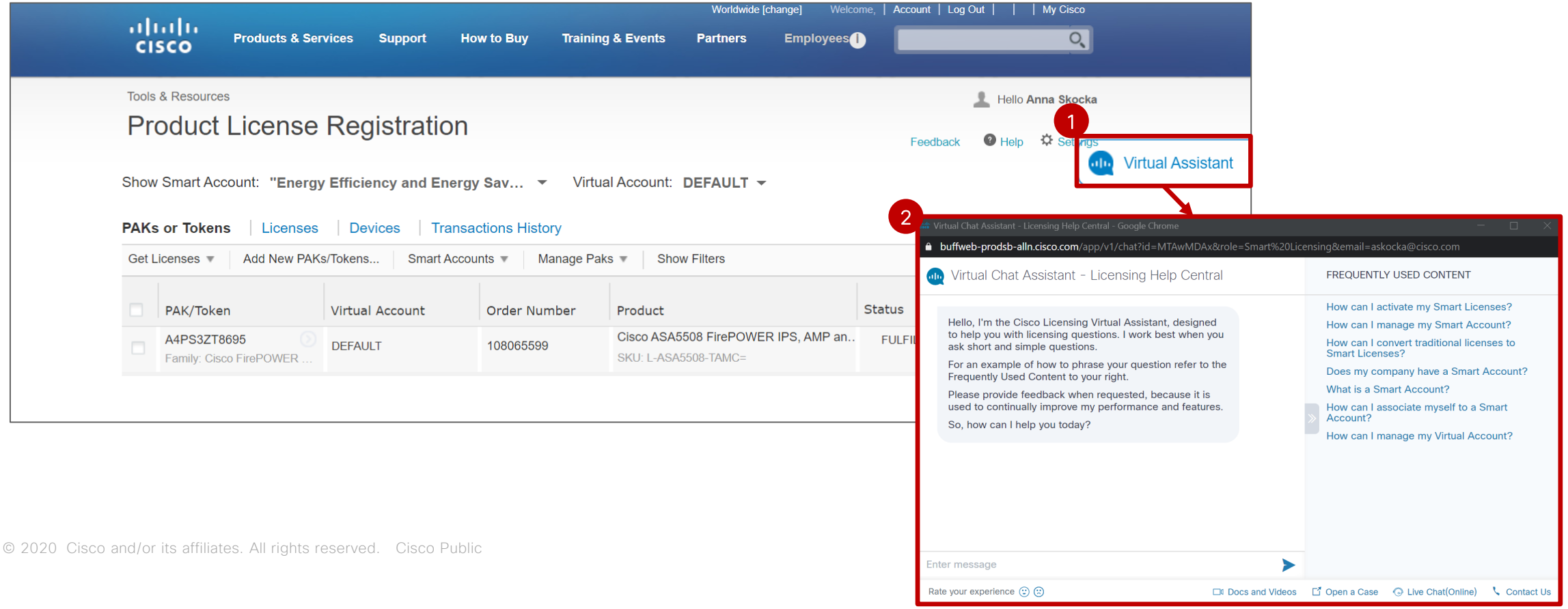
Virtual Chat Assistant in LRP

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.**



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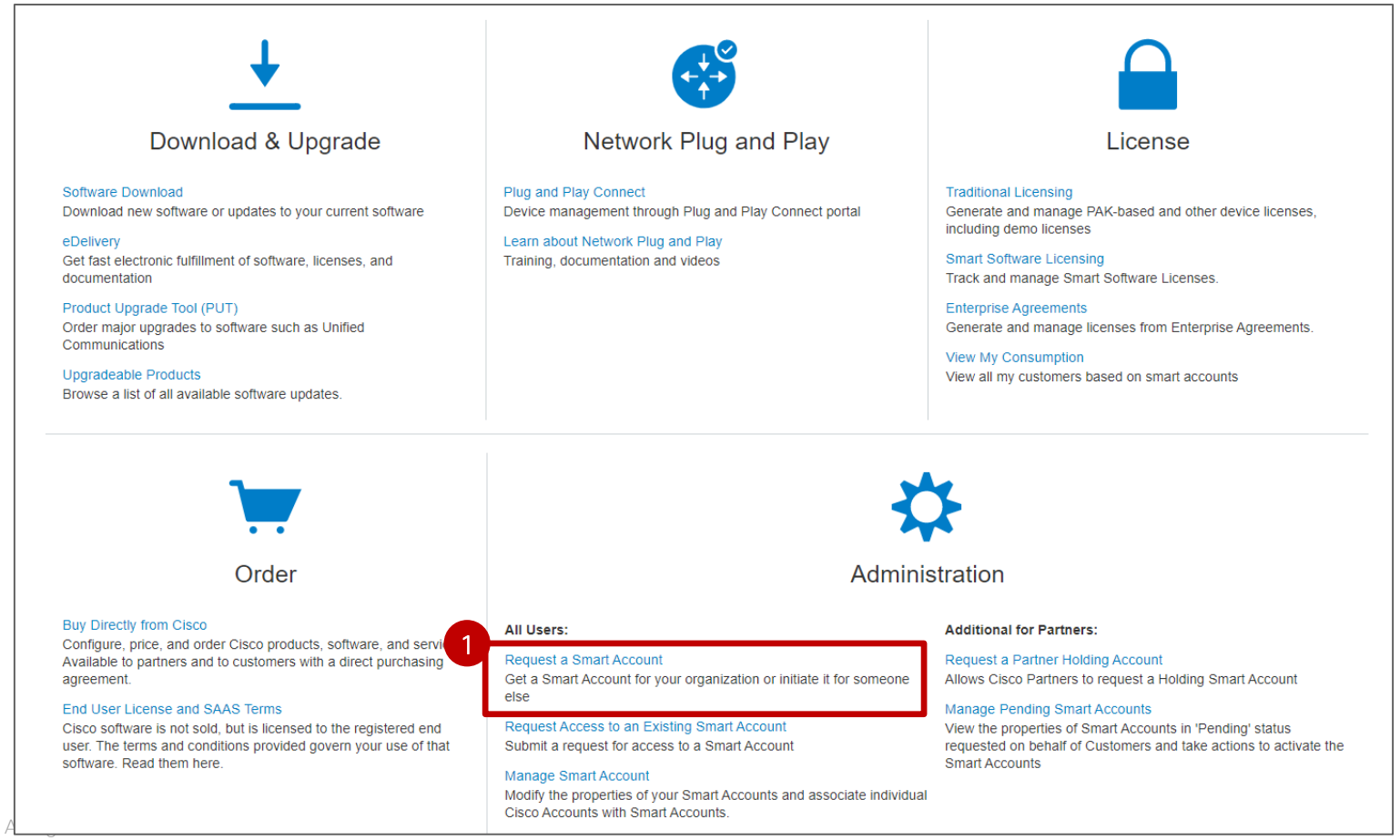
Virtual Chat Assistant in the Smart Account Request and Manage Smart Account Pages

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**.



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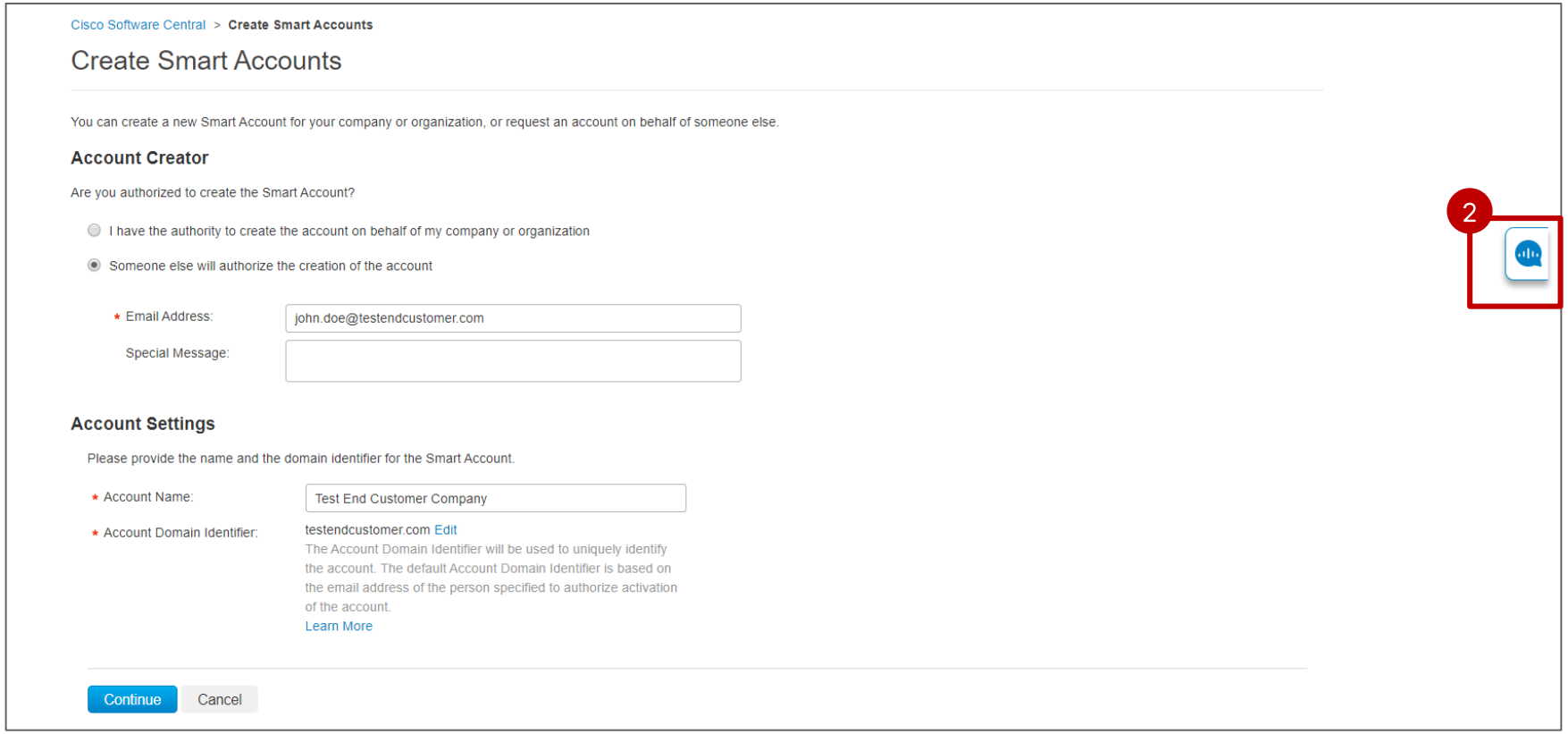
Virtual Chat Assistant in the Smart Account Request Page

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.



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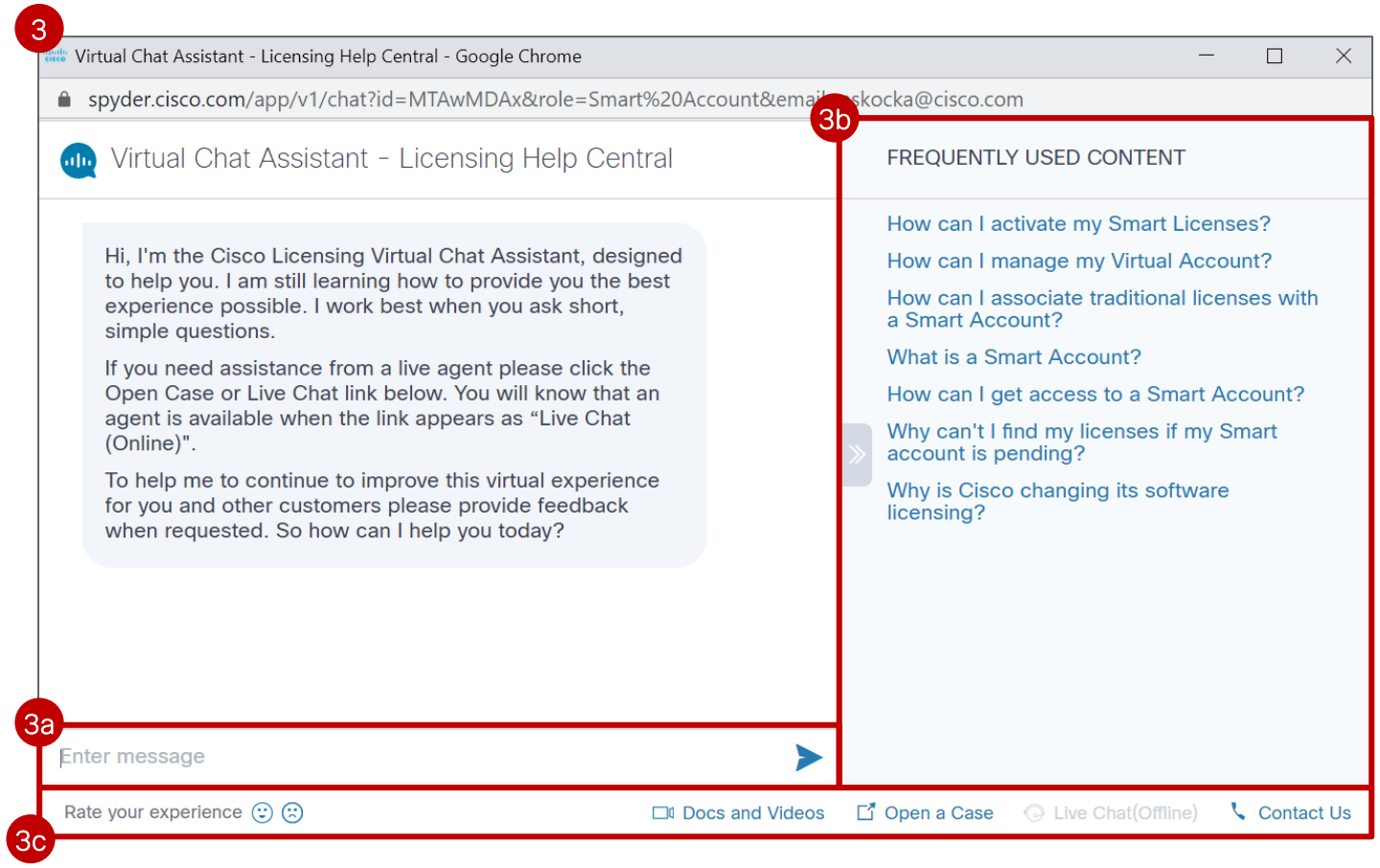
Virtual Chat Assistant in the Smart Account Request Page

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.**



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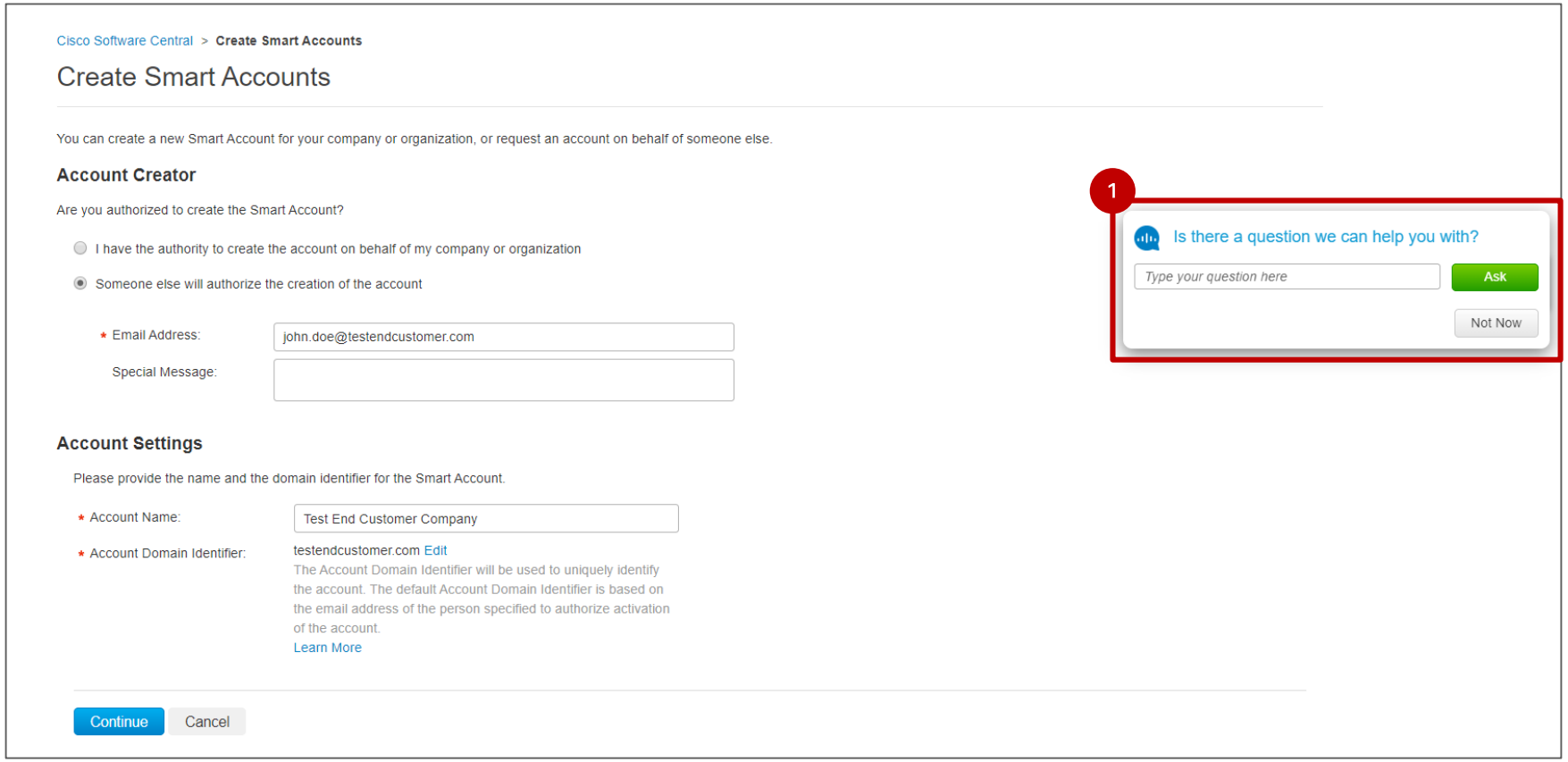
Virtual Chat Assistant in the Smart Account Request Page

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**.



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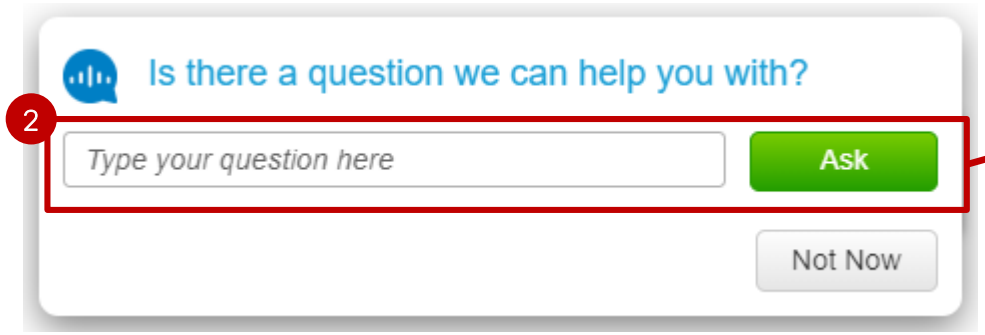
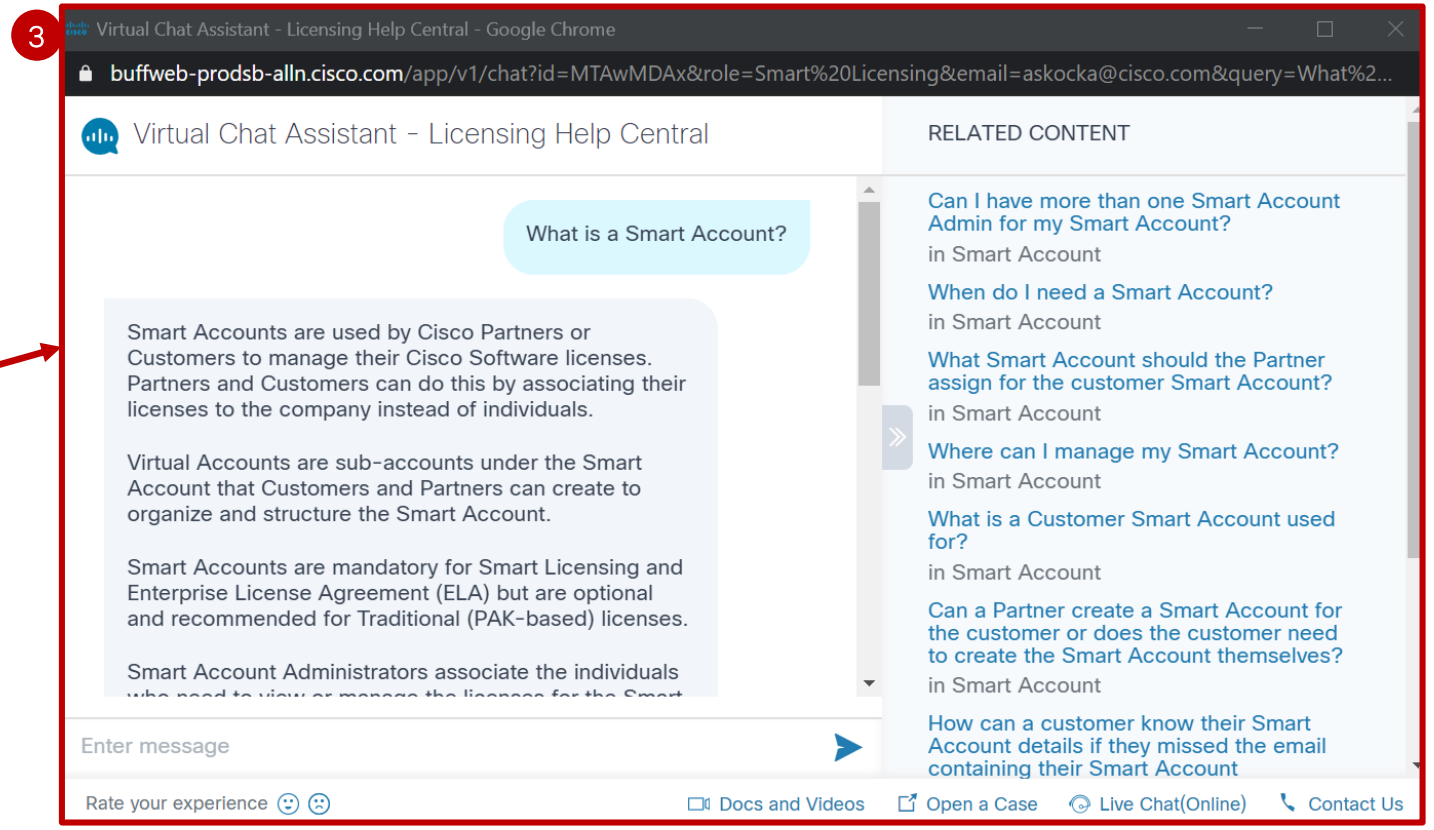
Virtual Chat Assistant in the Smart Account Request Page

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.**





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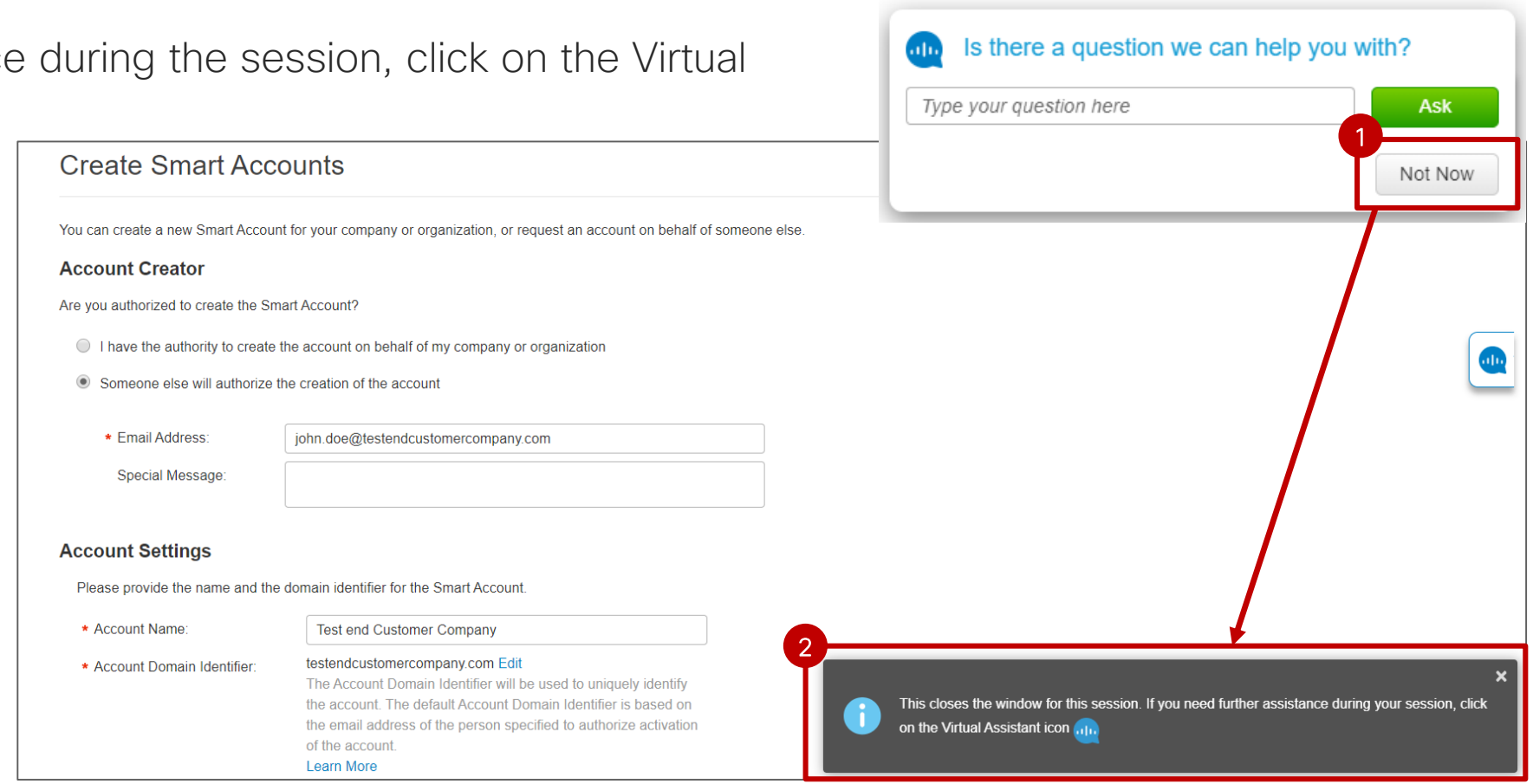
Virtual Chat Assistant in the Smart Account Request Page

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



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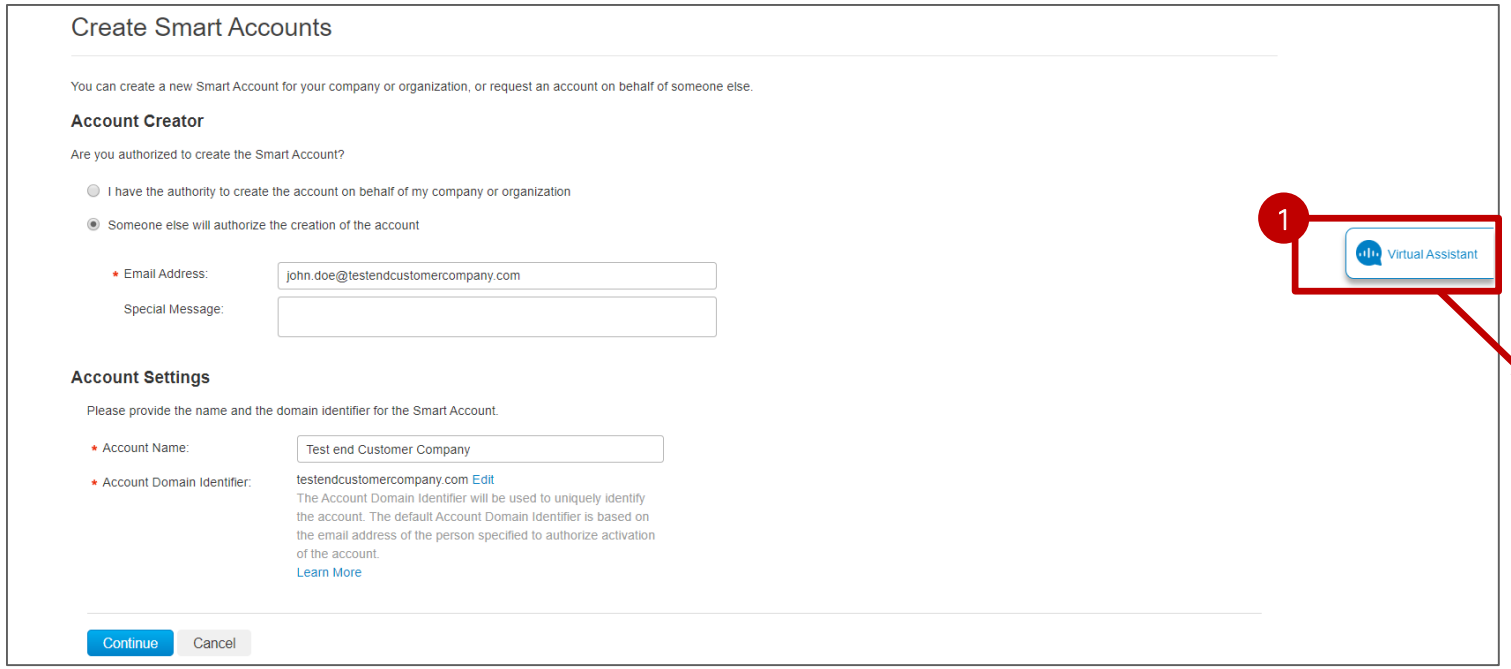
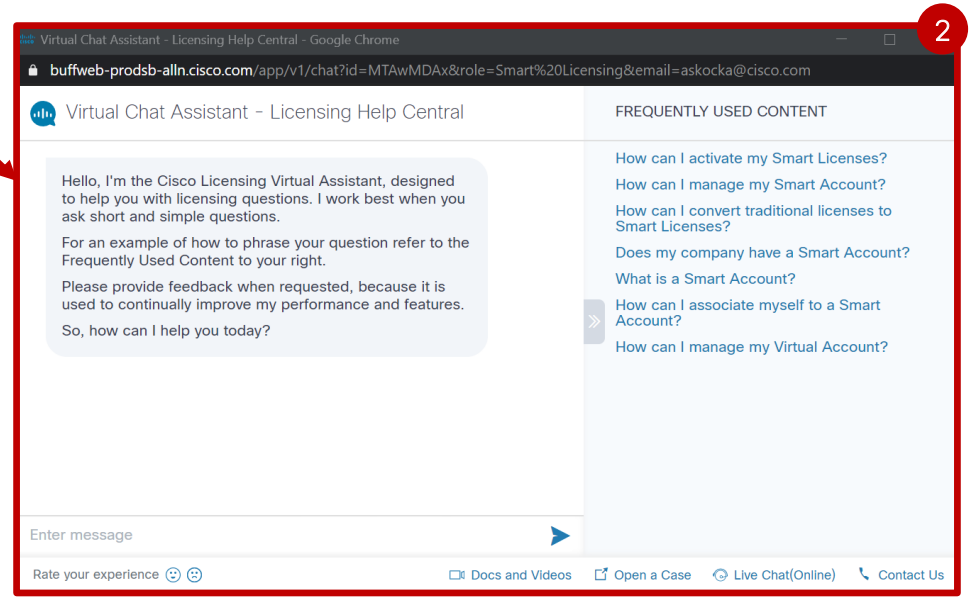
Virtual Chat Assistant in the Smart Account Request Page

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.**





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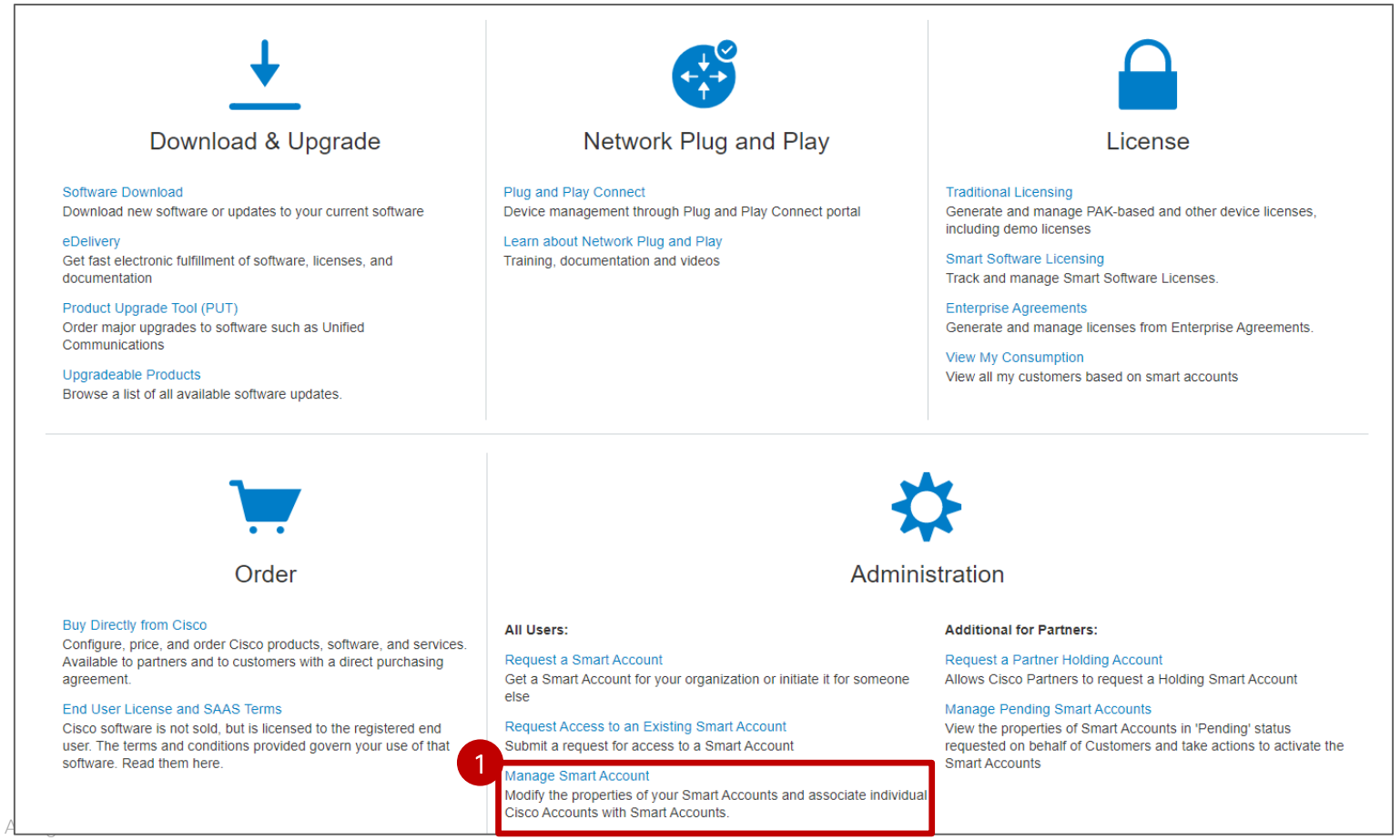
Virtual Chat Assistant in the Manage Smart Account Page

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**.



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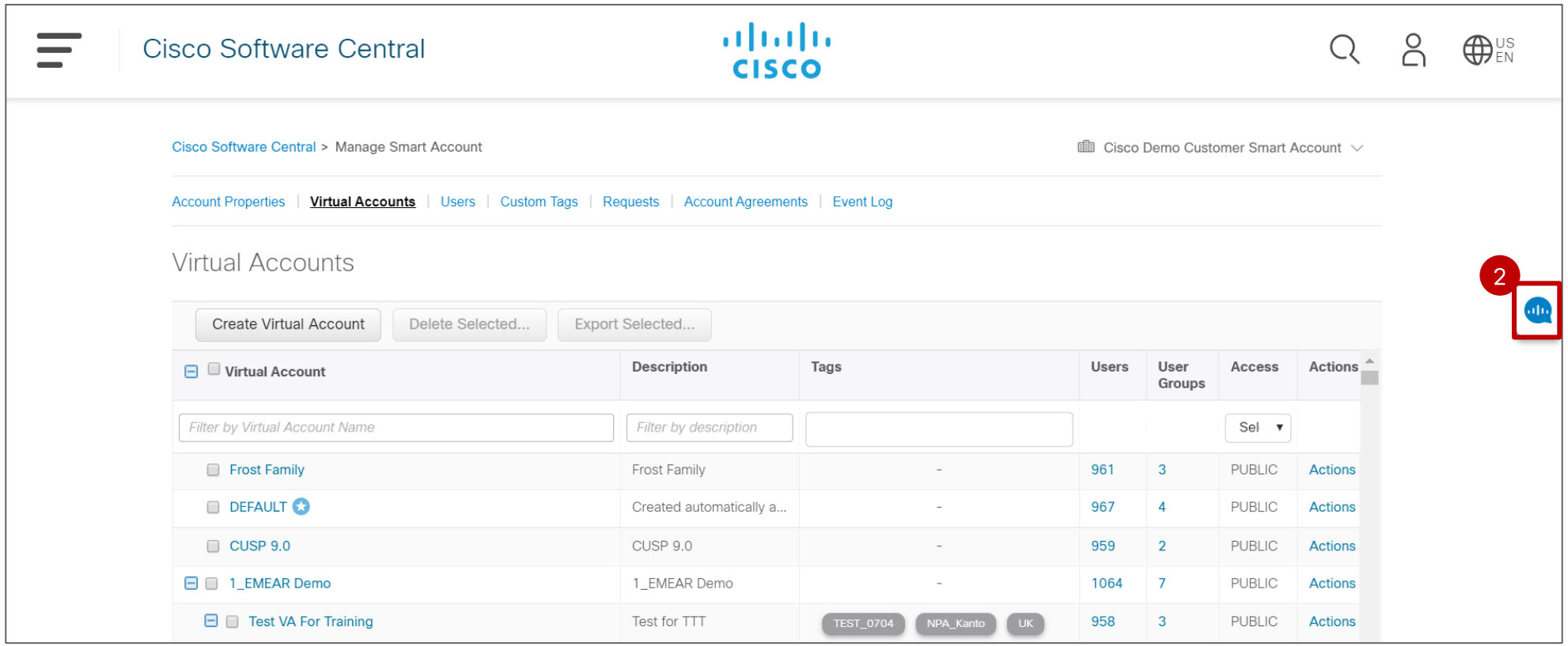
Virtual Chat Assistant in the Manage Smart Account Page

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.



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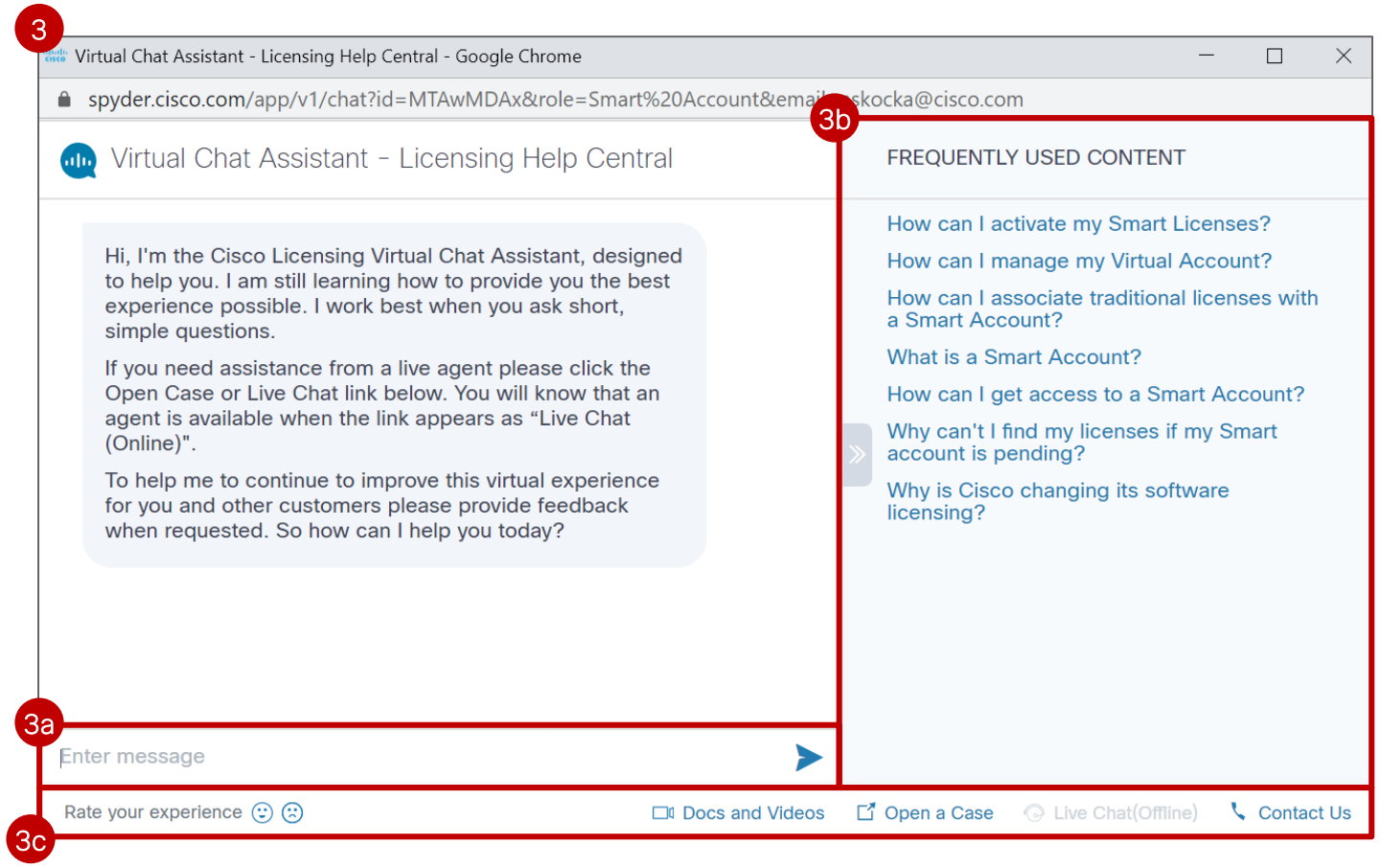
Virtual Chat Assistant in the Manage Smart Account Page

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.**



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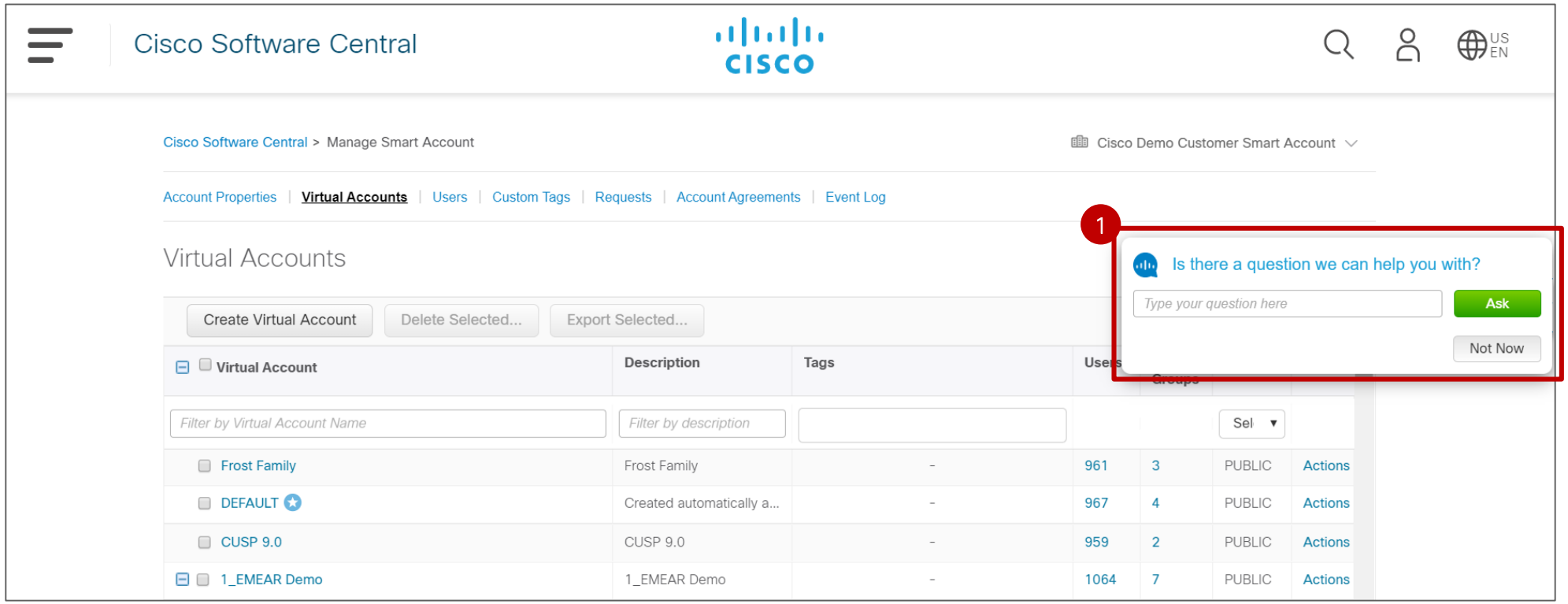
Virtual Chat Assistant in the Manage Smart Account Page

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**.



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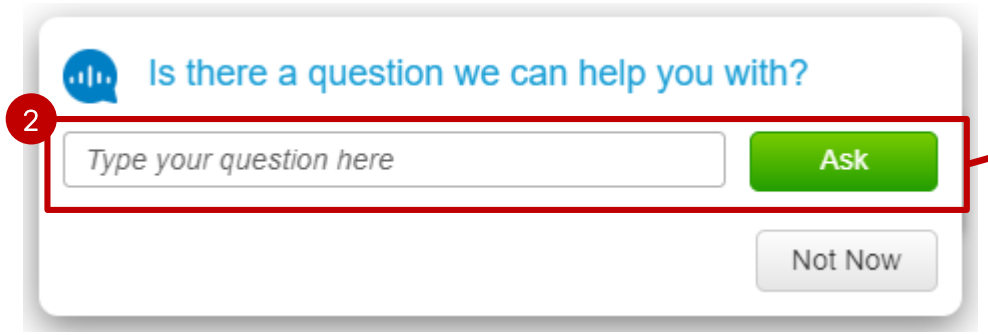
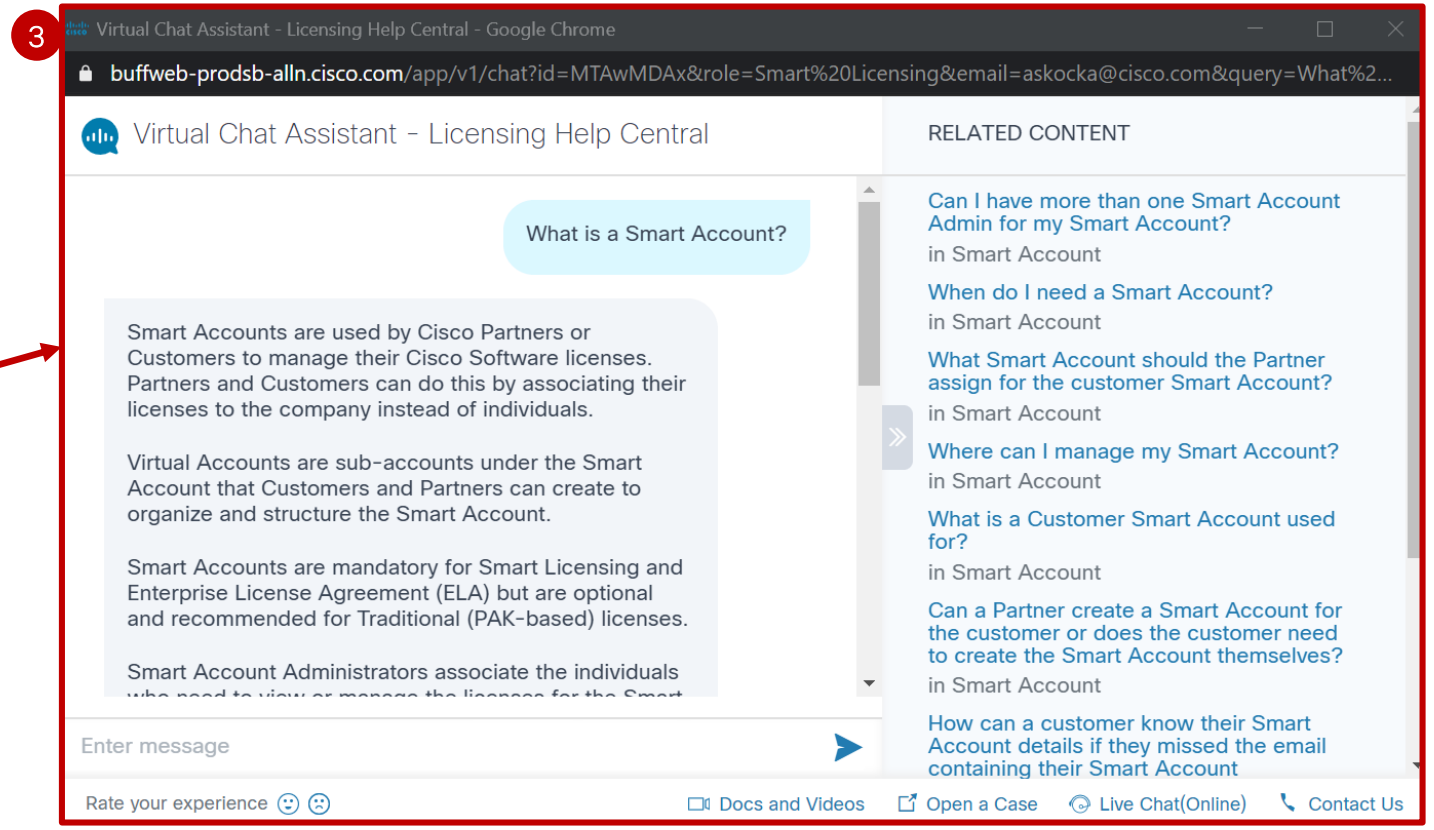
Virtual Chat Assistant in the manage Smart Account Page

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.**





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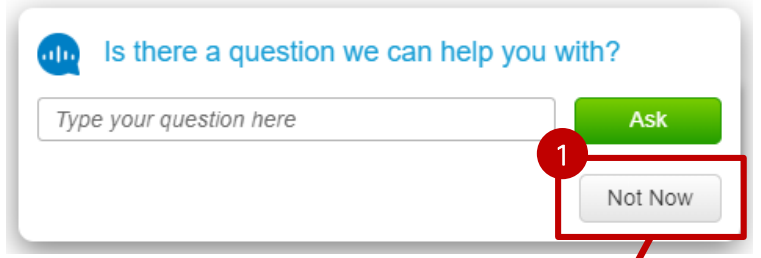
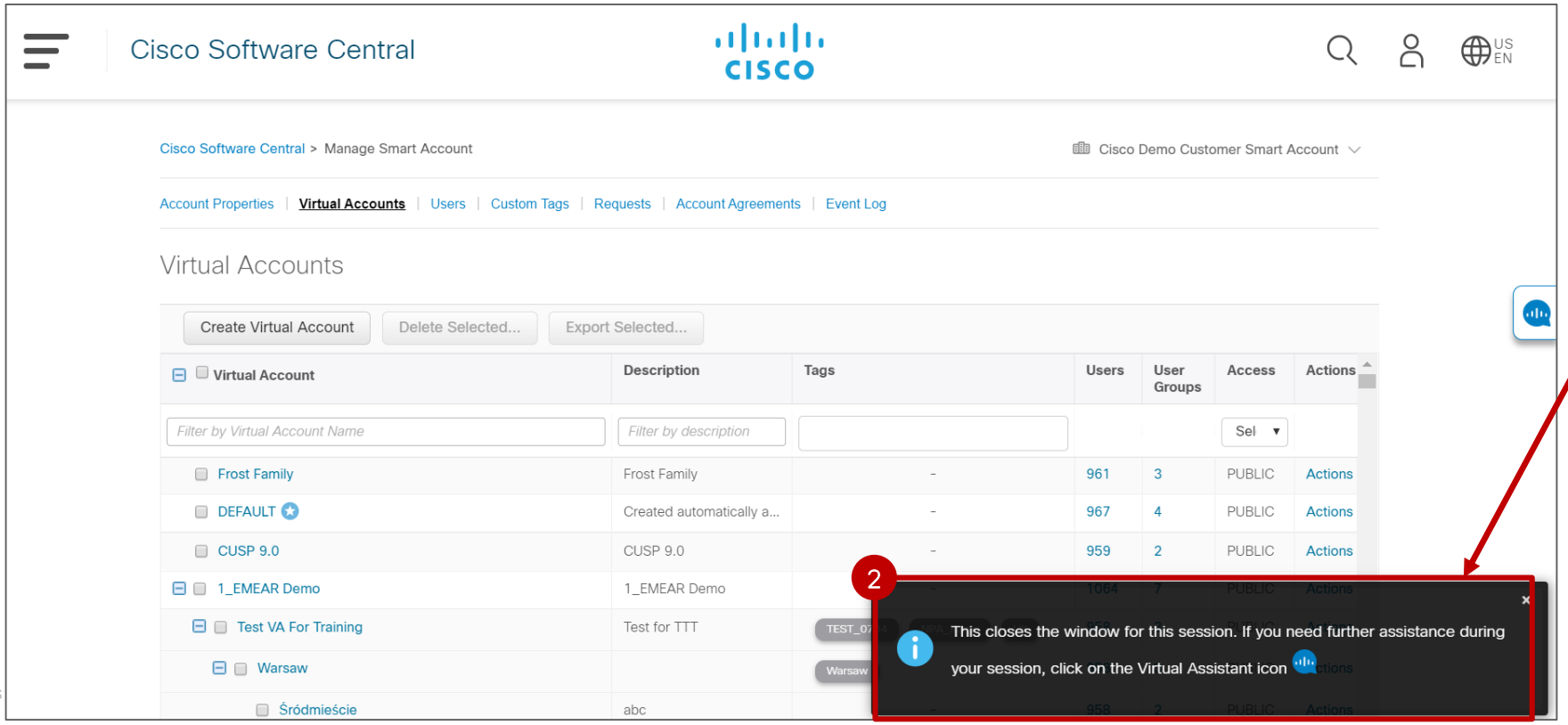
Virtual Chat Assistant in the Manage Smart Account Page

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





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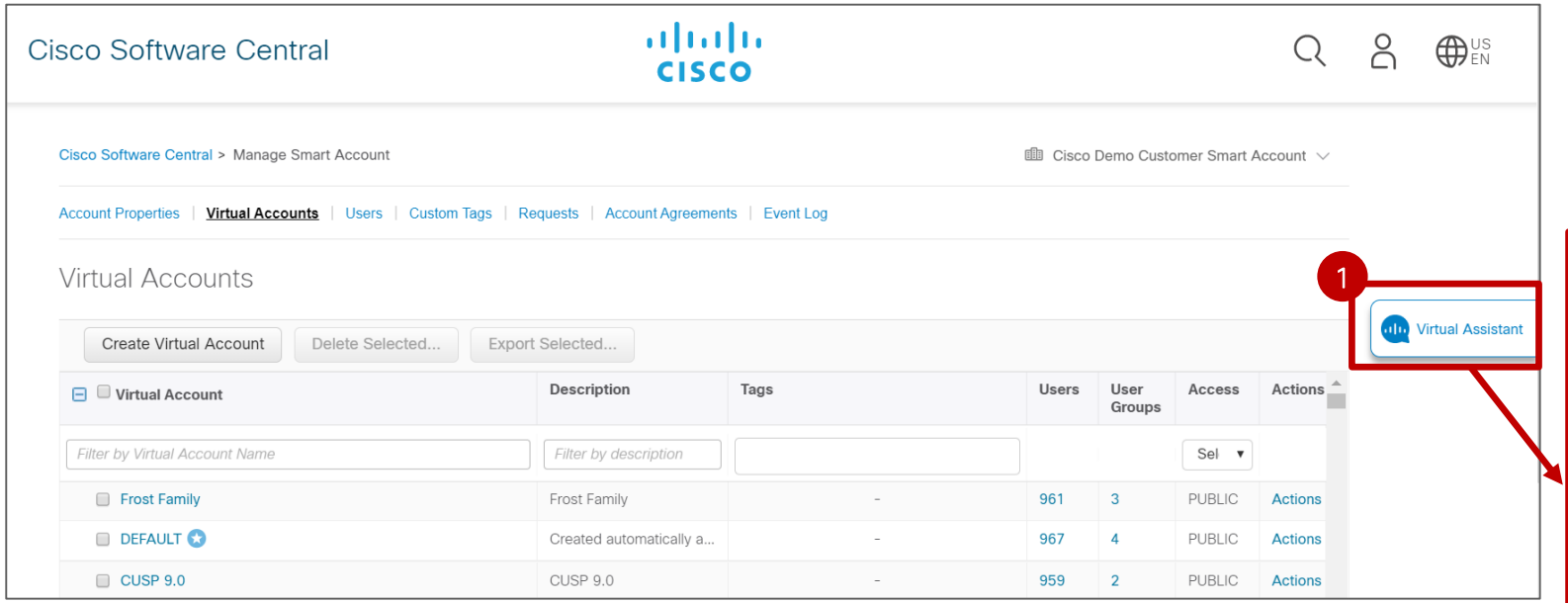
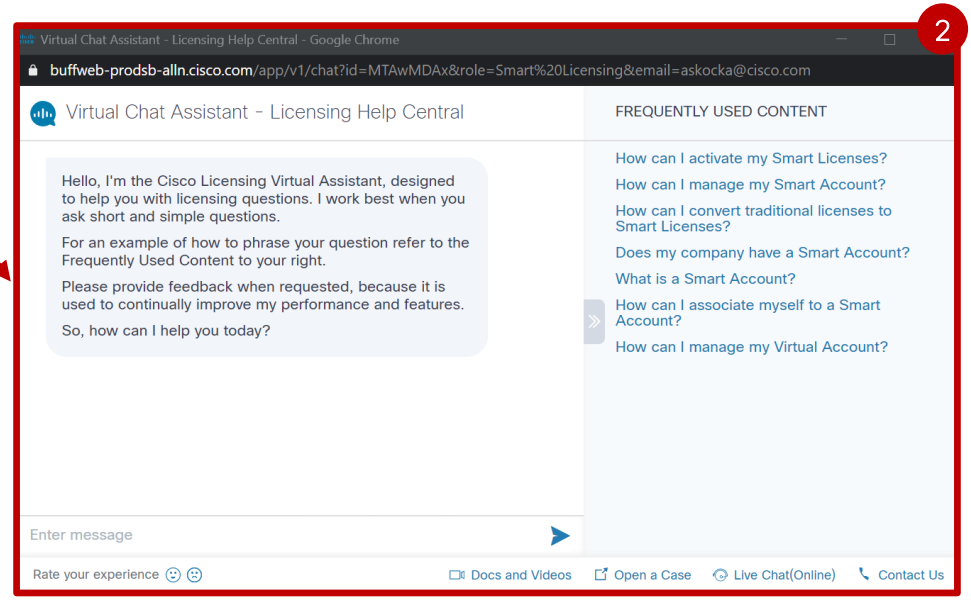
Virtual Chat Assistant in the Manage Smart Account Page

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.**





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CISCO

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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