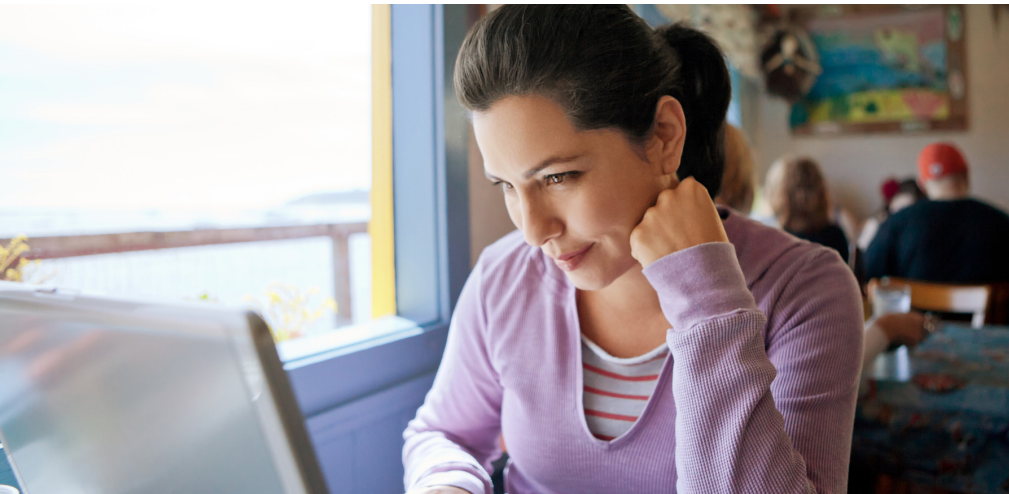# Partner Smart Assist Service Enablement Training: Insights to Help You Successfully Deliver Smart Capability Services

Benefits

- Gain the knowledge and skills to become a subject matter expert to enable smart capabilities

- Obtain insightful tips and real-world experiences from expert delivery and technical support resources

- Demonstrate expertise to help your customers gain and maintain installed base insights

Gain Insights to Demonstrate Your Expertise

You aim to provide your customers with services that can help them get value from their Cisco® product investments. You can with Cisco smart capabilities. Cisco smart capabilities provide insights to help customers make smart decisions about their products and contracts. You can help your customers get access to smart capabilities quickly, make sure they use them to their fullest, and provide support to them if and when they need it.

Cisco is here to help you succeed in delivering smart capability services to your customers with Partner Smart Assist Service. We offer in-depth training to help you gain the knowledge and insights to demonstrate your expertise in Cisco smart capabilities. Becoming a subject matter expert begins with obtaining knowledge and insights to build your skills. Cisco provides you with a comprehensive training program and optional one-on-one coaching sessions to help you get there.

"Cisco's enablement training provided us with the tips, training, and knowledge transfer we needed to successfully prepare our team for Smart Net Total Care service enablements. The Cisco team has prepared a streamlined training that walks you through a deployment start to finish, highlighting business critical areas, and includes useful documentation to help you prepare. The knowledge we gained was invaluable to helping us become subject matter experts."

— Deanna Davenport
Project Manager, GDT

Enablement Training

Gain Expertise to Help Your Customers Get the Most Out of Smart Capabilities

Obtain expert knowledge to help you enable and support Cisco smart capabilities. As part of your entitlement to Partner Smart Assist Service, you get access to topical training sessions delivered by Cisco expert delivery and technical support resources. The instructor-led program includes up to 20 hours of detailed, one-to-many Cisco WebEx® training sessions for as many employees as you want during your contract period. The training covers all the essential steps to deploy, set up, and support Cisco smart capabilities. This includes training on the following topics:

- Smart Net Total Care™ portal registration
- Cisco Services Access Management registration
- Cisco software collector deployment
- Collection uploads to the portal
- How to request an installed base reconciliation
- Best practices for managing collections
- Troubleshooting Smart Net Total Care portal and collections
- Smart Net Total Care portal and collections tools and templates

By participating in the training, you'll gain the skills you need to develop your smart capability services and demonstrate your expertise in them. You'll also be able to help your customers gain installed base visibility to make smart decisions that can help them drive operational efficiencies, mitigate risk, and enhance business continuity.

One-on-One Coaching

Tap into Personalized Coaching When You Need It

We know that your business is busy and you might need a little extra assistance to help you succeed in getting your smart capability service offering up and running smoothly. To help, Cisco offers one-on-one coaching and training. You can purchase one-on-one coaching as a standalone service or as an added option with the base service for an additional fee. One-on-one coaching sessions can include the following topics:

- Smart Net Total Care portal usage and troubleshooting
- Cisco Services Access Management Tool
- Cisco Collector configuration, device management, and troubleshooting
- Collections management