



Cisco Service Contract Center

The Next Generation of Service Management



Cisco Service Contract Center

User Guide

New Modular Edition

For faster download and easier navigation, the CSCC User Guide has been divided into 5 volumes covering specific areas of CSCC tasks and functions:

- [Basics](#) – Instructions for navigating the CSCC user interfaces and descriptions and procedures for basic functionality including searches and reports.
- [Basic Quoting](#) – Description of CSCC quoting tools and procedures for creating estimates and basic quotes, validating quotes, resolving validation errors, and placing orders.
- [Complex Quoting](#) – Descriptions of complex quoting procedures, concepts, functionality, and business rules.
- [Managing Contracts](#) – Descriptions of CSCC online contract management (OCM) tools and procedures for using OCM to view and modify service contracts.
- [Managing Opportunities](#) – Procedures for using the Partner Opportunity Manager (POM) to view and manage contract renewal opportunities and generate quotes directly from these opportunities.

For more information about CSCC and the new modular CSCC User Guide, see the [Cisco Service Contract Center Introduction](#).