

Status Open and Closed



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



My Dashboard

3

Cases Awaiting Customer Response

[View Details](#)

5

Cases completed since last visit

[View Details](#)

4

Cases updated since last visit

[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
∨	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

🔍 *How can we help you?*

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▼ My Dashboard

My Cases [My Company Cases](#)

Search by:

	Case Number ▼	Subject ▼	Submitted ▼	Expected Resolution ▼	Status ▼
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Status Table:
Awaiting Customer Response



Customer Service Support

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My Cases My Company Cases

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Cases Awaiting Customer Response

Search by:

	Case Number		Subject	Submitted	Expected Resolution	Status
∨	123456789	⚠	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	⚠	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	⚠	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process

**Status Table:
Completed Case**



Customer Service Support

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My Cases

My Company Cases

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Cases Completed Since Last Visit

Search by:

	Case Number	Subject	Submitted	Completion Date	Status
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Resolved
▼	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Resolved
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Resolved
▼	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved

Status Table:
Cases Updated Since Last Visit



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Create From Search
(GCT - Covers Proxy Request)



Customer Service Support

🔍 Claim
✕

- Claiming**
- [Claim Non Response](#)
- [Claim Dispute](#)
- [Global Claiming Tool \(GCT\) Support](#)

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



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Cases Awaiting Customer Response

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Customer Service Support



Global Claiming Tool (GCT) Support

How Can We Help You?

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^ Status Title T

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Cases Awaiting Customer Response
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Cases completed since last visit
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My Cases [My Company Cases](#)

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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made



Customer Service Support

How to Buy



Global Claiming Tool (GCT) Support

How Can We Help You?

- Proxy Request
- Proxy Bulk Request
- Claiming Help
- Tool Issue

Next

Cancel

Placeholder

View All



My Dashboard

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Cases Awaiting Customer Response
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Cases completed since last visit
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My Cases

My Company Cases

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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How



Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request

Request Type

- Add Proxy
- Remove Proxy

User ID

Node

[+Add Additional Sales Rep and Node](#)

Optional Information

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer
View Details

My Cases

My Company Cases

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Customer Service Support



Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request

Request Type

- Add Proxy
- Remove Proxy

User ID

- 123456789 (Mike Ness)
- 123987654 (Mick Foley)
- 456123778 (Michael Meyers)
- 789123456 (Joseph Kramer)

Node

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer
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My Cases

My Company Cases

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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How



Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request

Request Type

- Add Proxy
- Remove Proxy

User ID

123456789

+Add Additional Sales Rep and Node

Node

NODE Type 1

- NODE Type 2
- NODE Type 3
- NODE Type 4
- NODE Type 5

Optional Information

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer
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My Cases

My Company Cases

Search by:

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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How

✕

Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request
▼

Request Type

Add Proxy
 Remove Proxy

User ID

123456789

Node

NODE Type 1

+Add Additional Sales Rep and Node

Optional Information

Next
Cancel

Placeholder

View All

My Dashboard

Cases Awaiting Customer
View Details

My Cases | My Company Cases

Search by: ▼

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support



Global Claiming Tool (GCT) Support

How Can We Help You?

Request Type

- Add Proxy
- Remove Proxy

User ID

Node

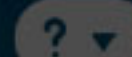
[+Add Additional Sales Rep and Node](#)

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer Visit
View Details

My Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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Customer Service Support

How



Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request

Request Type

- Add Proxy
- Remove Proxy

User ID

123456789

Node

NODE Type 1



[+Add Additional Sales Rep and Node](#)

Optional Information

Attachments

Upload
Uploading file

Previous

Upload

Comments

Email Copy to:

Next

Cancel

Placeholder

View All

My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123



Customer Service Support

How



Global Claiming Tool (GCT) Support

How Can We Help You?

Proxy Request

Request Type

- Add Proxy
- Remove Proxy

User ID

123456789

Node

NODE Type 1

[+Add Additional Sales Rep and Node](#)

Optional Information

Attachments

- Word File.doc, 15.2 KB
- Excel File.xls, 20.6 KB

Previous

Upload

Comments

Email Copy to:

Next

Cancel

Placeholder

View All

My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123



Customer Service Support

How to Buy

Placeholder

View All



My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123

Global Claiming Tool (GCT) Support

How Can We Help You?
Proxy Request

Request Type
 Add Proxy
 Remove Proxy

User ID
123456789

+Add Additional Case Rep and Reso

Optional Information

Attachments

- Word File.doc, 15.2 KB
- Excel File.xls, 20.6 KB

Previous Upload

Comments

Email Copy to:

Next Cancel



Customer Service Support



Global Claiming Tool (GCT) Support

Proxy Request

User ID **Node**
 123456789 Node Type 1

Attachments:
 Excel File.xls, Word File.doc

Email Copy to:
 JHetfield@cisco.com

Comments:
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

[Create Case](#)
[Edit Info](#)
[Cancel](#)

Placeholder

View All



My Dashboard

Cases Awaiting Customer
[View Details](#)

My Cases

My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

✕

Global Claiming Tool (GCT) Support

Proxy Request

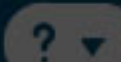
Your new case number is 010203040

You can follow the progress of your case by viewing it in the "My Cases" section of the Customer Service Hub.

[Close Window](#)

Placeholder

View All



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3
 Cases Awaiting Customer Response
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 Cases completed since last visit
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 Cases updated since last visit
[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

No Search Results



Customer Service Support

🔍 Cancellation
✕

Your search did not produce any results. Please refine your search.

Your search did not produce any results. Please refine your search.

- [Example Search term placeholder](#)
- [Example Search term placeholder](#)
- [Example Search term placeholder](#)
- [Example Search term placeholder](#)

You can also try our [FAQ section](#).



^ My Dashboard

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Cases Awaiting Customer Response

View Details 🕒

5

Cases completed since last visit

View Details 🕒

4

Cases updated since last visit

View Details 🕒

My Cases My Company Cases

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Create From Sub-Nav

View All



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

View All Cases Title PLACEHOLDER

Sales Crediting

Sales Credit Re-assignment

- [Credit for transaction < \\$3K](#)
- [Transaction Booked Outside Claiming Window](#)
- [Adjustment Required at ERP Line Level](#)
- [Credit Split Requiring Multiple Approval](#)
- [Prioritisation for Fiscal End](#)
- [Assign De-Book to Original Account](#)
- [Mass Re-Allocation](#)
- [Other](#)

Bookings Inquiry

Assignment Inquiry

- [Credit Mis-Allocation](#)
- [Credit Audit](#)

CV Bulk Upload Request

Claiming

Global Claiming Tool (GCT) Support

- [Proxy Request](#)
- [Proxy Bulk Request](#)
- [Claiming Help](#)
- [Tool Issue](#)

Claim Non Response

Claim Dispute

**Create From Sub-Nav
Claim Non Response
(No Sub Type)**

Customer Service Support

Placeholder

View All

Sales Claiming

How Can We Help You?

Claim Non Response
 Claim Dispute
 Global Claiming Tool (GCT) Support

Next
Cancel

Status	Title	Time
3	5	4
Cases Awaiting Customer Response View Details	Cases completed since last visit View Details	Cases updated since last visit View Details

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
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Customer Service Support

Placeholder

View All

Sales Claiming

How Can We Help You?

Claim Non Response
 Claim Dispute
 Global Claiming Tool (GCT) Support

Next
Cancel

Status	Title	Total
3	5	4
Cases Awaiting Customer Response View Details	Cases completed since last visit View Details	Cases updated since last visit View Details

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∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made



Customer Service Support

How to



Claim Non Response

Enter Claim ID

OR

Select Claim From Table

Claim ID	Claim Type	Status	End Username	Created By	Sales Rep Team
123456789	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome
234567891	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome
345678912	Status Type	In Progress	JamesM...	Kirk Ham...	teamawesome
456789123	Type Claim	Complete	JamesM...	Kirk Ham...	teamawesome
567891234	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome
678912345	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome
789123456	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome
891234567	Status Type	In Progress	JamesM...	Kirk Ham...	teamawesome
912345678	Type Claim	Complete	JamesM...	Kirk Ham...	teamawesome
923456781	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome

Optional Information

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer Visit
View Details

My Cases

Search by:

Case Number
123456789
234567891
345678912
456789123
567891234
345678912
456789123

Status
Created
Assigned
In Progress
Awaiting Customer Response
Resolved



Customer Service Support

How to



Claim Non Response

Enter Claim ID



OR

Select Claim From Table

Claim ID	Claim Type	Status	End Username	Created By	Sales Rep Team
123456789	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome

Optional Information

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Customer Service Support

How to



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Optional Information

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Cancel

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My Dashboard

Cases Awaiting Customer Visit
View Details

My Cases

Search by:

Case Number
123456789
234567891
345678912
456789123
567891234
345678912
456789123

Status
Created
Assigned
In Progress
Awaiting Customer Response
Resolved



Customer Service Support

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Claim Non Response

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Claim ID	Claim Type	Status	End Username	Created By	Sales Rep Team
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Optional Information

Attachments

Upload
Uploading file

Previous

Upload

Comments

Email Copy to:

Next

Cancel

Placeholder

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My Dashboard

Cases Awaiting Customer Visit
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123

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Customer Service Support

How to Buy



Claim Non Response

Enter Claim ID

123456789

OR

Select Claim From Table

Claim ID	Claim Type	Status	End Username	Created By	Sales Rep Team
123456789	Type Claim	In Progress	JamesM...	Kirk Ham...	teamawesome

Optional Information

Attachments

Word File.doc, 15.2 KB

Excel File.xls, 20.6 KB

Previous

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My Dashboard

Cases Awaiting Customer Visit
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My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
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Customer Service Support



Claim Non Response

Claim ID

123456789

Attachments:

Excel File.xls, Word File.doc

Email Copy to:

JHetfield@cisco.com

Comments:

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Create Case

Edit Info

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Cases Awaiting Cust
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My Cases [My Company Cases](#)

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Received
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made



Customer Service Support

How to...

Claim Non Response

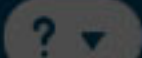
Your new case number is 010203040

You can follow the progress of your case by viewing it in the "My Cases" section of the Customer Service Hub.

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Cases Awaiting Customer Response

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Cases completed since last visit

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Cases updated since last visit

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My Cases My Company Cases

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234	▲ Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Case Actions: ■ Expanded View ✍ Update Case ■ Escalate Case</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> ✓ Created </div> <div style="text-align: center;"> ✓ Assigned </div> <div style="text-align: center;"> ✓ In Process </div> <div style="text-align: center;"> 4 Awaiting Customer Response </div> <div style="text-align: center;"> 5 Resolved </div> </div> <div style="margin-top: 10px;"> <p>▲ Awaiting Customer Response</p> <p>Submitted By James Morrison Unique ID 123456 Link TBD</p> <p>Case Attribute TBD TBD 12345679 Placeholder</p> <p>Comments Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla par.</p> </div>					
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created

Create From Sub-Nav
Credit Mis-Allocation

Customer Service Support



Sales Crediting

How Can We Help You?

- Sales Credit Re-Assignment
- Bookings Inquiry
- Assignment Inquiry
- CV Bulk Upload Request

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Cases Awaiting Customer Response
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Customer Service Support

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Sales Crediting

How Can We Help You?

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Search by:

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∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
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∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made

Customer Service Support



Assignment Inquiry

How Can We Help You?

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Search by:



	Case Number	Subject	Submitted	Expected Resolution	Status
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✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Received
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made



Customer Service Support

How to Buy

Assignment Inquiry

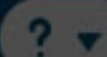
How Can We Help You?

- Credit Mis-Allocation
- Credit Audit

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✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
✓	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How to Buy

✕

Assignment Inquiry

How Can We Help You?

Credit Mis-Allocation ▼

Transaction ID

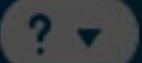
[+Add Transaction](#)

▼ Optional Information

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Search by: ▼

	Case Number ▼	Subject ▼	Submitted ▼	Expected Resolution ▼	Status ▼
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
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▼	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

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How Can We Help You?

Credit Mis-Allocation



Transaction ID



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Search by:



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✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How to Buy



Assignment Inquiry

How Can We Help You?

Credit Mis-Allocation

Transaction ID

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Optional Information

Sales Rep ID

Node

Transaction Type

Attachments

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View Details

My Cases

Search by:

	Case Number
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▼	345678912
▼	456789123
▼	567891234
▼	345678912
▼	456789123

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Customer Service Support

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How Can We Help You?

Credit Mis-Allocation

Transaction ID



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Optional Information

Sales Rep ID

Node

Transaction Type

Attachments

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Search by:

	Case Number
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▼	345678912
▼	456789123
▼	567891234
▼	345678912
▼	456789123

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Customer Service Support



Assignment Inquiry

Credit Mis-Allocation

Transaction ID

123456789

Transaction Type

Regional

Sales Rep ID

123456789

Node ID

123456789

Attachments:

Excel File.xls, Word File.doc

Email Copy to:

JHetfield@cisco.com

Comments:

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Create Case

Edit Info

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My Dashboard

Cases Awaiting Customer
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My Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

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Assignment Inquiry

Credit Mis-Allocation

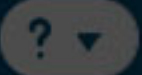
Your new case number is 010203040

You can follow the progress of your case by viewing it in the "My Cases" section of the Customer Service Hub.

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Cases Awaiting Customer Response

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Cases completed since last visit

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My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Create From Sub-Nav
Credit for transaction < \$3K

Customer Service Support



Sales Crediting

How Can We Help You?

- Sales Credit Re-Assignment
- Bookings Inquiry
- Assignment Inquiry
- CV Bulk Upload Request

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Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made

Customer Service Support



Sales Crediting

How Can We Help You?

- Sales Credit Re-Assignment
- Bookings Inquiry
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made

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Sales Credit Re-Assignment

How Can We Help You?

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3 Cases Awaiting Customer Response View Details	5 Cases completed since last visit View Details	4 Cases updated since last visit View Details
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Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made

Customer Service Support

Sales Credit Re-Assignment

How Can We Help You?

- Credit for transaction < \$3K
- Transaction Booked outside Claiming window
- Adjustment required at ERP Line level
- Credit split requiring multiple approval
- Mass re-allocation
- Prioritization for fiscal end
- Assign de-book to original account
- Other

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Status	Title
3	Cases Awaiting Customer Response View Details
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Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made



Customer Service Support

How



Sales Credit Re-Assignment

How Can We Help You?

Credit transaction < \$3,000



Transaction ID

[+Add Transaction ID](#)

Split %

100%

Sales Rep ID

Node



Territory Type

Direct



Optional Information

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Cases Awaiting Customer

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My Cases

Search by:

	Case Number				Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How



Sales Credit Re-Assignment

How Can We Help You?

Credit transaction < \$3,000

Transaction ID

[+Add Transaction ID](#)

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

Optional Information

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Search by:

	Case Number					Status
✓	123456789					Created
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017		Assigned
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017		In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017		Awaiting Customer Re..
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017		Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017		Assigned



Customer Service Support

How



Sales Credit Re-Assignment

How Can We Help You?

Credit transaction < \$3,000

Transaction ID



+Add Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

Optional Information

Transaction Type

Attachments

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Uploading file

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✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123

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Customer Service Support

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Sales Credit Re-Assignment

How Can We Help You?

Credit transaction < \$3,000

Transaction ID



+Add Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

Optional Information

Transaction Type

Attachments

Word File.doc, 15.2 KB

Excel File.xls, 20.6 KB

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▼	345678912
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▼	345678912
▼	456789123

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Customer Service Support



Sales Credit Re-Assignment

Credit Transaction > \$3,000

Transaction ID 123456789	Transaction Type Type of Transaction	Split % 50%
Sales Rep ID 123456789, 23455678	Node ID Type of Transaction	Territory Type Regional

Attachments:

Excel File.xls, Word File.doc

Email Copy to:

JHetfield@cisco.com

Comments:

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Create Case

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✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

✕

Sales Credit Re-Assignment

Credit Transaction > \$3,000

Your new case number is 010203040

You can follow the progress of your case by viewing it in the "My Cases" section of the Customer Service Hub.

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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Create Case:
Searching Create Case



Customer Service Support



Get Help With

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Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
∨	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Customer Service Support



Create a New Case

How Can We Help You?

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

Next

Cancel

• Placeholder

• View All

^ Status Title T

3

Cases Awaiting Customer Response
View Details

5

Cases completed since last visit
View Details

4

Cases updated since last visit
View Details

My Cases [My Company Cases](#)

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Received
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made
✓	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Request Made

**Cases Table:
Expanded**



Customer Service Support

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Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



My Dashboard

3

Cases Awaiting Customer Response
[View Details](#)

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Cases completed since last visit
[View Details](#)

4

Cases updated since last visit
[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Case Actions: Expanded View Update Case Escalate Case</p> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="text-align: center;"> <p>Created</p> </div> <div style="text-align: center;"> <p>Assigned</p> </div> <div style="text-align: center;"> <p>In Process</p> </div> <div style="text-align: center;"> <p>Resolved</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Submitted By James Morrison</p> <p>Case Attribute TBD 12345679</p> </div> <div> <p>Unique ID 123456 Link TBD Placeholder</p> </div> <div> <p>Comments Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla par.</p> </div> </div>					
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created

**Cases Table Expanded:
Escalate Case**



Customer Service Support

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- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
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Cases Awaiting Customer Response

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Cases completed since last visit

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4

Cases updated since last visit

[View Details](#)

My Cases My Company Cases

Search by: ▼ 🔍

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Escalate Case 567891234</p> <p>Comments (optional)</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%; margin-bottom: 5px;"></div> <p><input type="checkbox"/> Make Comments Private</p> <div style="display: flex; justify-content: center; gap: 10px; margin-top: 10px;"> Escalate Case Cancel </div>					
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created



Customer Service Support

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Cases Awaiting Customer Response
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Cases completed since last visit
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4

Cases updated since last visit
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My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234 ●	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Case Actions: Expanded View Update Case Escalate Case</p> <div style="text-align: center;"> </div> <p>● Case 567891234 has been Escalated</p> <p>Submitted By James Morrison Unique ID 123456 Link TBD</p> <p>Case Attribute TBD 12345679 TBD Placeholder</p> <p>Comments Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla par.</p>					
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created

**Cases Table Expanded:
Case Requires Attention**



Customer Service Support

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- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
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3

Cases Awaiting Customer Response

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Cases completed since last visit

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4

Cases updated since last visit

[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Case Actions: Expanded View Update Case Escalate Case</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Created</p> </div> <div style="text-align: center;"> <p>Assigned</p> </div> <div style="text-align: center;"> <p>In Process</p> </div> <div style="text-align: center;"> <p>Awaiting Customer Response</p> </div> <div style="text-align: center;"> <p>Resolved</p> </div> </div> <div style="margin-top: 10px;"> <p>Submitted By James Morrison</p> <p>Unique ID 123456 Link TBD</p> <p>Case Attribute TBD 12345679</p> <p>TBD Placeholder</p> </div> <div style="margin-top: 10px;"> <p>⚠ Awaiting Customer Response</p> <p>Comments</p> <p>Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla par.</p> </div>					
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created



Customer Service Support

🔍 *How can we help you?*

Get Help With

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- Placeholder
- Sales Crediting
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Cases Awaiting Customer Response
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Cases completed since last visit
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Cases updated since last visit
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My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer...
^	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	in Process
<p>Case Actions: Expanded View Update Case Escalate Case Submit Feedback</p> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="text-align: center;"> <p>Created</p> </div> <div style="text-align: center;"> <p>Assigned</p> </div> <div style="text-align: center;"> <p>In Process</p> </div> <div style="text-align: center;"> <p>Resolved</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Submitted By James Morrison</p> <p>Case Attribute TBD 12345679</p> </div> <div> <p>Unique ID 123456 Link TBD Placeholder</p> </div> <div> <p>Comments Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla par.</p> </div> </div>					
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Resolved
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Created

**Cases Table:
Filtering**



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
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My Dashboard

3

Cases Awaiting Customer Response

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Cases completed since last visit

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4

Cases updated since last visit

[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	Clear Filter	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	<input type="checkbox"/> 123456789	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	<input type="checkbox"/> 234567891	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	<input type="checkbox"/> 345678912	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
▼	<input type="checkbox"/> 456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned
▼	Search Text	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
▼	<input type="text"/>	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
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Cases Awaiting Customer Response

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Cases completed since last visit

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4

Cases updated since last visit

[View Details](#)

My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	Clear Filter	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	<input checked="" type="checkbox"/> 123456789	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	<input type="checkbox"/> 234567891	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	<input checked="" type="checkbox"/> 345678912	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
▼	<input type="checkbox"/> 456789123	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
▼	<input type="text"/>	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	<input type="text"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



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Cases Awaiting Customer Response
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Cases completed since last visit
[View Details](#)

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Cases updated since last visit
[View Details](#)

My Cases My Company Cases

[View All Cases](#)

Search by:

Filtered By: Case # ✖ 123456789 ✖ 345678912

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process

**Cases Table:
Search**



Customer Service Support

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Cases Awaiting Customer Response

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Cases completed since last visit

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Cases updated since last visit

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My Cases My Company Cases

Search by:

- Case#
- SO#
- PO#
- Case Status
- Quote#
- Service Contract#
- Submitted By Email
- Modified Date

	Case#	Subject	Submitted	Expected Resolution	Status
▼	123	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
▼	234	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
▼	345	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
▼	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



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- Sales Claiming
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Cases Awaiting Customer Response

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Cases completed since last visit

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4

Cases updated since last visit

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My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
∨	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
∨	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
∨	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
∨	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



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- Sales Claiming
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Cases Awaiting Customer Response

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5

Cases completed since last visit

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Cases updated since last visit

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My Cases My Company Cases

Search by: Case# 234

	Case Number	Subject	Created Resolution	Status
▼	123456789	Booking	Oct 10, 2017	Created
▼	234567891	Sales Claiming	Oct 10, 2017	Assigned
▼	345678912	Sales Crediting	Oct 11, 2017	In Process
▼	456789123	Booking Inquiry	Oct 13, 2017	Awaiting Customer Re..
▼	567891234	Sales Crediting	Oct 14, 2017	Resolved
▼	345678912	Sales Crediting	Oct 11, 2017	Created
▼	456789123	Booking Inquiry	Oct 13, 2017	Assigned



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- Sales Claiming
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Cases updated since last visit
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My Cases My Company Cases

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Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created

Cases Table:
My Company Cases



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- Sales Claiming
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Cases Awaiting Customer Response

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Cases completed since last visit

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Cases updated since last visit

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My Cases My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Submitted By	Status
▼	123456789	Booking Inq...	Oct 07, 2017	Oct 20, 2017	James Hetfield	Created
▼	234567891	Sales Claim...	Oct 10, 2017	Oct 20, 2017	Jason Newsted	Assigned
▼	345678912	Sales Cred...	Oct 11, 2017	Oct 20, 2017	Lars Ulrich	In Process
▼	456789123	Booking Inq...	Oct 13, 2017	Oct 20, 2017	Kirk Hammett	Awaiting Customer...
▼	567891234	Sales Credit...	Oct 14, 2017	Oct 20, 2017	Robert Trujillo	Resolved
▼	345678912	Sales Credit...	Oct 11, 2017	Oct 20, 2017	Cliff Burton	Created
▼	456789123	Booking Inq...	Oct 13, 2017	Oct 20, 2017	David Mustane	Assigned

**Cases Table:
Pagination**



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- Placeholder
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Cases Awaiting Customer Response

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Cases completed since last visit

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Cases updated since last visit

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My Cases My Company Cases

Search by:

Page 1 / 2 Showing 1 - 10 of 20 records per page

	Case Number	Subject	Submitted	Expected Resolution	Status
▼	123456789	Booking Inquiry	Oct 07, 2017 (21 days)	Oct 20, 2017	Created
▼	234567891	Sales Claiming	Oct 10, 2017 (21)	Oct 20, 2017	Assigned
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer,,
▼	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned
▼	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	In Process
▼	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Awaiting Customer...
▼	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Resolved

Page 1 / 2 Showing 1 - 10 of 20 records per page

Case Details:
From Email



Customer Service Support

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Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
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Case# 123456789

Submitted: Oct 10, 2017**Subject:** Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.**Email Copy to**
username@url.com**Attachments**
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Submitted By

Mike Hough (mihough)
 mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[+ Add Alternate Contact\(s\)](#)

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5	Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison		
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

**Case Details:
From Table Rows**



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

[Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Submitted By

Mike Hough (mihough)
 mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[+ Add Alternate Contact\(s\)](#)

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5	Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison		
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

Case Details:

Add/Edit Alternate Contact



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

[Return to My Cases](#)[Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Submitted By

Mike Hough (mihough)
 mihough@cisco.com
 +1 312-456-7890

Alternate Contact

Name	Email	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Save		Cancel

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5	Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison		
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

Case Details:

Alternate Contact Added



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

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Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Submitted By

Mike Hough (mihough)
 mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[Edit](#) [Delete](#)
 Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
 +1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger	
▼	06:30 am, CST	Nov 07, 2017	John Densmore	Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5 Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison	
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison	

Case Details:

1 Row Open

Expand All Rows



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

[Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017

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Case Details

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Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
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▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
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▲	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

Attachments
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Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



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[Escalate](#)

Case# 123456789

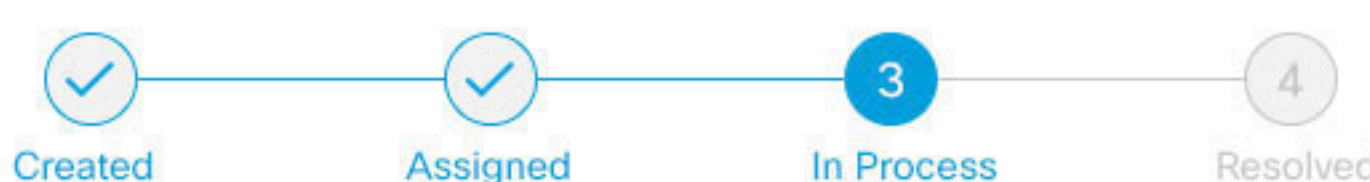
Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

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username@url.com

Attachments
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Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Close All Rows

- 08:30 am, CST Nov 11, 2017 James Douglas Morrison 2

Attachments
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Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
- 07:30 am, CST Nov 09, 2017 Robby Kreiger

Attachments
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
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- 06:30 am, CST Nov 07, 2017 John Densmore **Internal View Only**

Attachments
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Comments
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- 05:30 am, CST Nov 05, 2017 James Douglas Morrison 5 **Internal View Only**

Attachments
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Comments
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- 04:30 am, CST Nov 03, 2017 James Douglas Morrison

Attachments
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Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
- 03:30 am, CST Nov 01, 2017 James Douglas Morrison

Attachments
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Comments
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Case Details:

Update Case



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

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Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
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Comments
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Submitted By

Mike Hough (mihough) mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[Edit](#) [Delete](#)
 Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
 +1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Current Emails:

- jdensmore@thedoors.com
- rkreiger@thedoors.com
- jmorrison@thedoors.com
- rmanczerik@thedoors.com

Addition Email

[+Add Another Email](#)

Add Attachments

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Comments

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▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5	Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison		
▲	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

Attachments

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Comments

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Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

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Case# 123456789

Submitted: Oct 10, 2017

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Comments

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Submitted By

Mike Hough (mihough)
 mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[Edit](#) [Delete](#)
 Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
 +1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Current Emails

- [✕ jdensmore@thedoors.com](#)
- [✕ rkreiger@thedoors.com](#)
- [✕ jmorrison@thedoors.com](#)
- [✕ rmanczerik@thedoors.com](#)

Additional Email

[+Add Another Email](#)

Add Attachments

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Comments

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▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
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Attachments

[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments

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Case Details:
Update Case
Email Error



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

[Return to My Cases](#)[Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
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Submitted By

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mihough@cisco.com

Alternate Contact

[Edit](#) [Delete](#)

Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
+1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Current Emails

- jdensmore@thedoors.com
- rkreiger@thedoors.com
- jmorrison@thedoors.com
- rmanczerik@thedoors.com

Additional Email

Email Error Message

Add Attachments

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Comments

Save

Cancel

[Open All Rows](#)

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger	
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Case Details:

Add Private Comment



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

[Return to My Cases](#)[Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017**Subject:** Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.**Email Copy to**
username@url.com**Attachments**
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)**Comments**
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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Alternate Contact

Edit Delete

Lemmy Kilmeister (lekillmester) lekillmester@cisco.com

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Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Add Attachments

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Comments

Save
Cancel

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✓	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2
✓	07:30 am, CST	Nov 09, 2017	Robby Kreiger	
✓	06:30 am, CST	Nov 07, 2017	John Densmore	Internal View Only
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Case Details:

Escalate Case



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

[Escalate](#)

Escalate Case 567891234

Reason for Escalation

Make Comments Private

Escalate Case

Cancel

Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
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Comments
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Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Open All Rows

▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger	
▼	06:30 am, CST	Nov 07, 2017	John Densmore	Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5 Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison	
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison	



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



[Return to My Cases](#)

[Escalate](#)

🔴 Case# 123456789 (Case Escalated)

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
[Random File Name.doc](#), [Another File.xls](#), [Final File.ppt](#)

Comments
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Alternate Contact

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 Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
 +1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

▼	03:15 pm, CST	Nov 13, 2017	James Douglas Morrison		Case Escalated
▼	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2	
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
▼	06:30 am, CST	Nov 07, 2017	John Densmore		Internal View Only
▼	05:30 am, CST	Nov 05, 2017	James Douglas Morrison	5	Internal View Only
▼	04:30 am, CST	Nov 03, 2017	James Douglas Morrison		
▼	03:30 am, CST	Nov 01, 2017	James Douglas Morrison		

Case Details:

Awaiting Customer Response



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All


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Case# 123456789 (Awaiting Customer Response)

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
Random File Name.doc, Another File.xls, Final File.ppt

Comments
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Submitted By

Mike Hough (mihough) mihough@cisco.com
 +1 312-456-7890

Alternate Contact

[Edit](#) [Delete](#)
 Lemmy Kilmeister (lekillmester) [lekillmester@cisco.com](#)
 +1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

[Open All Rows](#)

10:24 am, CST Nov 13, 2017 James Douglas Morrison
<p>Attachments Random File Name.doc, Another File.xls, Final File.ppt</p> <p>Comments Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.</p> <p>Update Case</p>
08:30 am, CST Nov 11, 2017 James Douglas Morrison 2
07:30 am, CST Nov 09, 2017 Robby Kreiger
06:30 am, CST Nov 07, 2017 John Densmore Internal View Only
05:30 am, CST Nov 05, 2017 James Douglas Morrison 5 Internal View Only
04:30 am, CST Nov 03, 2017 James Douglas Morrison
03:30 am, CST Nov 01, 2017 James Douglas Morrison



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All

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⚠️ Case# 123456789 (Awaiting Customer Response)

Submitted: Oct 10, 2017

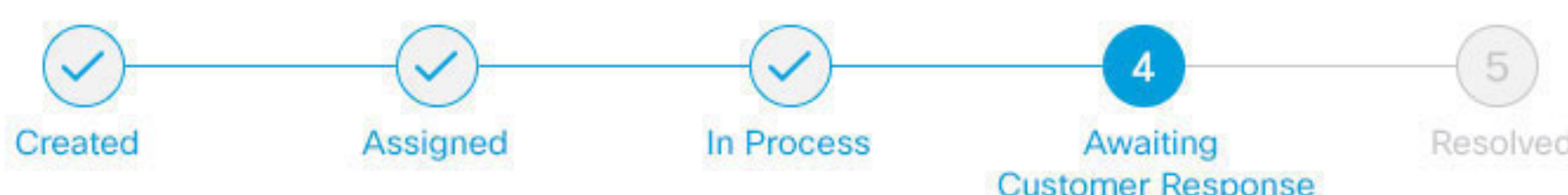
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username@url.com

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Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

[+ Update Case](#) | [Add Private Comment](#)

Email Copy to:

[+Add Another Email](#)

Current Email Addresses

- jmorrison@thedoors.com
- rkreiger@thedoors.com
- jdensmore@thedoors.com
- rmanczerik@thedoors.com

Add Attachments

Click Here or Drop File to Upload

Comments

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[Open All Rows](#)

^	10:24 am, CST	Nov 13, 2017	James Douglas Morrison	
Attachments Random File Name.doc, Another File.xls, Final File.ppt				
Comments Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.				
Update Case				
∨	08:30 am, CST	Nov 11, 2017	James Douglas Morrison	2
∨	07:30 am, CST	Nov 09, 2017	Robby Kreiger	
∨	06:30 am, CST	Nov 07, 2017	John Densmore	Internal View Only
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∨	04:30 am, CST	Nov 03, 2017	James Douglas Morrison	
∨	03:30 am, CST	Nov 01, 2017	James Douglas Morrison	

Customer Service Support

How



Submit Your Feedback

How was your experience?



Select a Feedback Option (this helps us send your feedback to the right place)

Comments

Contact me about my feedback

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Placeholder

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My Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Request Made
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Received
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
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Customer Service Support

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✕

Submit Your Feedback

How was your experience?

Select a Feedback Option (this helps us send your feedback to the right place)

▼

Comments

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Customer Service Support



Submit Your Feedback

How was your experience?



Select a Feedback Option (this helps us send your feedback to the right place)

- Suggestion
- Compliment
- Site Content
- Bug
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Customer Service Support

How



Submit Your Feedback

How was your experience?



Select a Feedback Option (this helps us send your feedback to the right place)

Suggestion ▼

Comments

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	Case Number ▼	Subject ▼	Submitted ▼	Expected Resolution ▼	Status ▼
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My Cases

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	Case Number				Status
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Submit Your Feedback

How was your experience?

Select a Feedback Option (this helps us send your feedback to the right place)

Comments

Contact me about my feedback

Your Name

Your Email Address

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Customer Service Support

Thank you for your Feedback

[Close Window](#)

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My Dashboard

3

Cases Awaiting Customer Response

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5

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Cases updated since last visit

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Search by:

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**Create Case:
Field Error State**



Customer Service Support

How

Assignment Inquiry

How Can We Help You?

Credit Mis-Allocation

Transaction ID

✖ Email Error Message

[+Add Transaction](#)

Optional Information

Next

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My Dashboard

Cases Awaiting Customer
View Details

My Cases

My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
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✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Dark Blue Nav:

Word Wrap



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder LongName shows word wrap
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



^ My Dashboard

3

Cases Awaiting Customer Response

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Customer Service Dropdown



Customer Service Support

How can we help you?

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



My Dashboard

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Cases Awaiting Customer Response
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US/Canada 800-553-2447

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emailaddress@cisco.com

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∨	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Welcome, First Time User



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



Welcome to Customer Service Support



Placeholder title

Introductory paragraph, Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.



Placeholder title

Introductory paragraph, Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.



Placeholder title

Introductory paragraph, Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.



Placeholder title

Introductory paragraph, Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Case Details:

Case Updated or Private Comments Added



Customer Service Support

🔍 *How can we help you?*

Get Help With

- Placeholder
- Placeholder
- Sales Crediting
- Sales Claiming
- Placeholder
- View All



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📌 [Escalate](#)

Case# 123456789

Submitted: Oct 10, 2017

Subject: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Email Copy to
username@url.com

Attachments
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Comments
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Submitted By

👤 Mike Hough (mihough) ✉ mihough@cisco.com
☎ +1 312-456-7890

Alternate Contact

✎ [Edit](#) ✖ [Delete](#)
Lemmy Kilmeister (lekillmester) lekillmester@cisco.com
+1 312-980-7654

Case Details

Transaction ID	1234567890, 234567891, 345678912, 456789123, 567891234, 678912345, 789123456, 891234567
Split %	100%
Sales Rep ID	456789123
Node	Node6789
Territory Type	Direct

Case History & Comments

➕ [Update Case](#) | [Add Private Comment](#)

Open All Rows

▼	08:30 am, CST	Nov 11, 2017	<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> Updated Your updates have been added to your case </div>		
▼	07:30 am, CST	Nov 09, 2017	Robby Kreiger		
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Case Creation:

Credit split requiring multiple approval



Customer Service Support

How to Buy



Sales Crediting

How Can We Help You?

- Sales Credit Re-Assignment
- Bookings Inquiry
- Assignment Inquiry
- CV Bulk Upload Request

Next

Cancel

Placeholder

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My Dashboard

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Cases Awaiting Customer Response
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My Cases

My Company Cases

Search by:

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Customer Service Support

How to Buy



Sales Crediting

How Can We Help You?

- Sales Credit Re-Assignment
- Bookings Inquiry
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Customer Service Support

Sales Credit Re-Assignment

How Can We Help You?

[Next](#) [Cancel](#)

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Customer Service Support

How to Buy

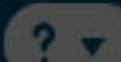
Sales Credit Re-Assignment

How Can We Help You?

- Credit for transaction < \$3K
- Transaction Booked outside Claiming window
- Adjustment required at ERP Line level
- Credit split requiring multiple approval
- Mass re-allocation
- Prioritization for fiscal end
- Assign de-book to original account
- Other

Placeholder

View All



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3

Cases Awaiting Customer Response

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Cases updated since last visit

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My Cases My Company Cases

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Customer Service Support

How



Sales Credit Re-Assignment

How Can We Help You?

Credit split requiring multiple approval

Credit Split

Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

[+Add Additional Credit Split](#)

Optional Information

Next

Cancel

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View All



My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

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Customer Service Support

How to Buy

Placeholder

View All

My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123

Next

Cancel

Sales Credit Re-Assignment

How Can We Help You?

Credit split requiring multiple approval

Credit Split

Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

Credit Split2

Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

[+Add Additional Credit Split](#)

Optional Information



Customer Service Support

How to Buy



Sales Credit Re-Assignment

How Can We Help You?

Credit split requiring multiple approval

Credit Split

Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

[+Add Additional Credit Split](#)

Optional Information

Transaction Type

End Customer

Line ID

Attachments

Upload
Uploading file

Previous

Upload

Comments

Email Copy to:

Next

Cancel

Placeholder

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My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
▼	123456789
▼	234567891
▼	345678912
▼	456789123
▼	567891234
▼	345678912
▼	456789123

Contacts
Feedback
Site Map
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Customer Service Support

How to Buy



Sales Credit Re-Assignment

How Can We Help You?

Credit split requiring multiple approval

Credit Split2

Transaction ID

Split %

100%

Sales Rep ID

Node

Territory Type

Direct

[+Add Additional Credit Split](#)

Optional Information

Transaction Type

End Customer

Line ID

Attachments

Word File.doc, 15.2 KB

Excel File.xls, 20.6 KB

Previous

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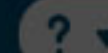
Email Copy to:

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Search by:

	Case Number
▼	123456789
▼	234567891
▼	345678912
▼	456789123
▼	567891234
▼	345678912
▼	456789123

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Customer Service Support



Sales Credit Re-Assignment

Credit Split Requiring Multiple Approval

Transaction ID	Sales Rep ID	Node ID
123456789	123456789	Type of Transaction

Split %	Territory Type
100%	Regional

Transaction ID	Sales Rep ID	Node ID
123456789	123456789	Type of Transaction

Split %	Territory Type
100%	Regional

Attachments:

Excel File.xls, Word File.doc

Email Copy to:

JHetfield@cisco.com

Comments:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

Create Case

Edit Info

Cancel

My Dashboard

Cases Awaiting Customer Visit
View Details

My Cases

Search by:

Case Number	Category	Created	Updated	Status
123456789				Created
234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned



Customer Service Support

✕

Sales Credit Re-Assignment

Credit Split Requiring Multiple Approval

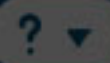
Your new case number is 010203040

You can follow the progress of your case by viewing it in the "My Cases" section of the Customer Service Hub.

[Close Window](#)

Placeholder

View All



My Dashboard

3

Cases Awaiting Customer Response

[View Details](#)

5

Cases completed since last visit

[View Details](#)

4

Cases updated since last visit

[View Details](#)

My Cases

My Company Cases

Search by:

	Case Number	Subject	Submitted	Expected Resolution	Status
✓	123456789	Booking Inquiry	Oct 07, 2017	Oct 20, 2017	Created
✓	234567891	Sales Claiming	Oct 10, 2017	Oct 20, 2017	Assigned
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	In Process
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Awaiting Customer Re..
✓	567891234	Sales Crediting	Oct 14, 2017	Oct 20, 2017	Resolved
✓	345678912	Sales Crediting	Oct 11, 2017	Oct 20, 2017	Created
✓	456789123	Booking Inquiry	Oct 13, 2017	Oct 20, 2017	Assigned

Generic Upload/Download



Customer Service Support

How to



Generic Download/Upload

i Download the Excel template, complete it and upload it below to create your case.

[↓ Excel_Template.xls](#)

Attachments



Upload your completed Excel template here.

Previous

Upload

Optional Information

Comments

Email Copy to:

Next

Cancel

Placeholder

View All



My Dashboard

Cases Awaiting Customer
View Details

My Cases

Search by:

	Case Number
✓	123456789
✓	234567891
✓	345678912
✓	456789123
✓	567891234
✓	345678912
✓	456789123

Booking Inquiry

Oct 13, 2017

Oct 20, 2017

Assigned