

# Support Case Manager (SCM) Subscription Sales Orders License Request Instructions Guide.

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## Overview

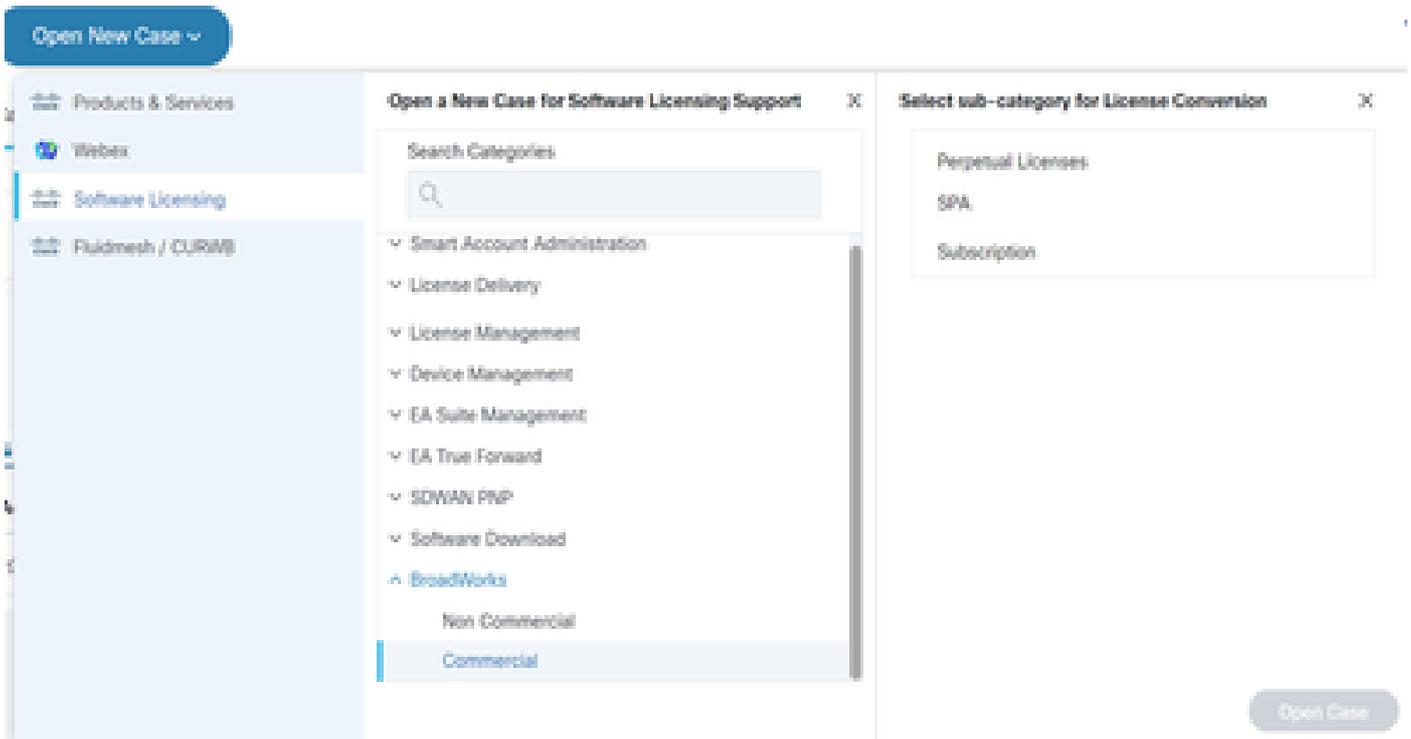
This document covers the procedure on how to raise service requests using Support Case Manager (SCM) for any BroadWorks software licensing request.

SLA's: The typical SLA for a license request is 5-7 business days. The SLA period can be longer if approvals are needed from Finance and Legal. The SLA time can often be reduced depending on the number of requests in queue. The more detailed the information and the clearer the request reduces the SLA timeframe as well.

## Procedures

Please use these procedures on how to enter case tickets using SCM:

1. Enter your credentials by logging in to – <http://www.cisco.com/go/scm>
2. On the left panel, click '**Open New Case**'
3. Select "*Software Licensing*"
4. On the right panel, select "*BroadWorks > Commercial (aka Sales Order)*"
5. Then select "Subscription"
6. Then select "Open Case"



Open Case

## 7. Subscription sales order license requests

*\* Most fields are self-explanatory and/or have help bubbles on each section.*

### 7.1 Account to License – Name and C-Number

Account to License - Name & C-Number ⓘ

Broadsoft - C00001|

18/70 characters

Account to License

### 7.2 PO Number/DID Number

PO Number ⓘ

PO Number

### 7.3 System Name(s)

System Name(s) ⓘ

*System Name(s)*

#### 7.4 Release(s) Requested

Release(s) Requested ⓘ

*Release(s) Requested*

#### 7.5 License Management Configuration

License Management Configuration ⓘ

*License Management Configuration*

#### 7.6 Additional Notes

Additional Notes (optional)

*Additional Notes*

#### 7.7 License Distribution Email(s)

### License Distribution Email(s)

Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com

*License Distribution Email(s)*

### 7.8 Telephone Number

#### Telephone Number (optional)

 +1 	4439817552	Ext	<input type="text"/>	(optional)
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*Telephone Number*

### 7.9 Email Address

#### Email Address

*Email Address*

### 7.10 Hit the “submit case” button

## Additional Tips/Guidelines

- Under your existing BW license files, please use them as a reference in filling out the form.



1. Click this link - <https://id.cisco.com/ui/v1.0/profile-ui> and follow the instructions to enter and manage your profile. Or,
2. You can get a phone support using this link - <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html> (US support number is 1 800 553 2447).
3. If you're still having trouble creating your credentials, please email [bwlicensemanager@cisco.com](mailto:bwlicensemanager@cisco.com) so we can further assist you.