Cisco Partner Journeys Frequently Asked Questions

This document covers the Cisco Partner Journeys experience as follows:

Overview

Eligibility and Access

Commonly Asked Questions

Overview

Q. What are Cisco Partner Journeys?

A. Cisco Partner Journeys provide an interactive experience that guides partners through Cisco tools, resources, and processes to help them achieve outcomes faster. Designed to cut through complexity, these journeys pull together what partners need for their business growth–from onboarding and training to benefits and incentives, solution development, go-to-market planning, marketing, and more.

Q. How many journeys are available?

A. There are up to 24 total journeys that focus on areas, such as onboarding, security, sustainability, and lifecycle.

Q. Where can I find the available journeys?

A. The Cisco Partner Journeys homepage is located at www.cisco.com/go/partnerjourneys.

Eligibility and Access

Q. Who is eligible to access Cisco Partner Journeys?

A. Cisco partners with a valid Cisco login (CCO ID) can access the journeys. Non-registered Cisco partners have access to only select journeys, such as onboarding. More information on how to create a CCO ID can be found here.

Commonly Asked Questions

Q. Are Cisco Partner Journeys available globally?

A. Yes. Cisco Partner Journeys are available to all globally.

Q. Can I choose any journey within Cisco Partner Journeys?

A. Yes. A user can choose any journey that meets their individual or organization's Cisco business objectives. Non-registered Cisco partners have access to only select journeys, such as onboarding.

Q. Does each journey have a specific outcome?

A. Yes. Each journey has specific objectives and outcomes to assist the user or partner in meeting a defined Cisco objective.

Q. What is included in each journey?

A. Each journey contains multiple modules consisting of content, materials, videos, links, resources, and more to guide a user to the journey outcome(s).

Q. Does a user(s) have to complete each module within a journey?

A. No. The journeys are designed to allow users to select any module to complete or review. However, Cisco recommends that a user complete all modules in a selected journey to successfully achieve the objectives and/or expected outcome(s).

Q. Is a user required to complete and/or review all content within a module?

A. No. The modules provide a chapter menu which allows users to select the topics that align with an individual's or organization's objectives. However, Cisco recommends that partners review all content within a module.

Q. Is there a limit to the number of times a user can access journeys and modules?

A. No. There are no limits associated with the number of times users can access the journeys or individual modules.

Q. Can different users in the same organization access the same or other journeys?

A. Yes. Multiple users within the same organization can access the same or other journeys. Each user must have a CCO ID. If you do not already have a Cisco ID, quickly register for one here.

Q. How will a user be able to determine their progress in a journey?

A. Cisco Partner Journeys will track a user's progress within their selected journey(s) in the user dashboard. Upon logging into the tool, Cisco will create a user dashboard unique to the user's CCO ID that will track the user progress within each selected journey.

Q. How do I access my user dashboard?

A. The user dashboard can be accessed via a link titled "My Dashboard" at the top of each journey.

Q. Will my user dashboard be visible to other users within or outside my organization?

A. No, user dashboards are created and assigned at the individual user level. User dashboards will not be visible or accessible to any other users within or outside a user's organization.

Q. Can I or Cisco share my user dashboard with other users within or outside my organization?

A. No, users cannot share their user dashboard with any user within or outside their organization. Cisco will not share a user's dashboard with other Cisco Partner Journeys users or a third party.

Q. How do I save my progress when completing a journey and/or module?

A. Upon exiting, all progress in a journey and/or module is captured. Upon re-entry a "checkmark" will appear on the module indicating to the user that the module has been viewed or completed.

Q. Can a user search for specific content or topics?

A. Yes, a user can search for specific content or topics within any module, across all journeys within the Cisco Partner Journeys "Search" page. Content or topics can be searched by key word(s) or using the filter feature.

Q. Can a user save specific content or topics resulting from a search?

A. Yes, users can save or "favorite" modules containing the specific content or topics resulting from their search by selecting the "heart" on the top right-hand corner of any module.

Q. Where can I find my saved modules?

A. All "favorited" modules are saved in the "Your favorite modules" section within "My Dashboard".

Q. How do I share modules within or outside my organization?

A. A user can share a module via the "Share" button at the top left-hand corner within each module of a journey. The user will need the email address of the individual to share.

Q. How is an individual notified that a module has been shared with them?

A. An email notification will be sent to the individual indicating that a Cisco Partner Journeys user has shared a module with them. The email notification will include information on how to access the module. The individual must have a CCO ID to access the shared module. If they do not already have a Cisco ID, please share where they can register for one here.

Q. Is Cisco Partner Journeys available in different languages?

A. Currently, Cisco Partner Journeys is only available in English. Availability of specific in-country languages is being considered.

Q. Who can I contact if I have questions on Cisco Partner Journeys?

A. For general inquiries, please contact askcpj@external.cisco.com. Technical or other issues, please open a case here.

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