

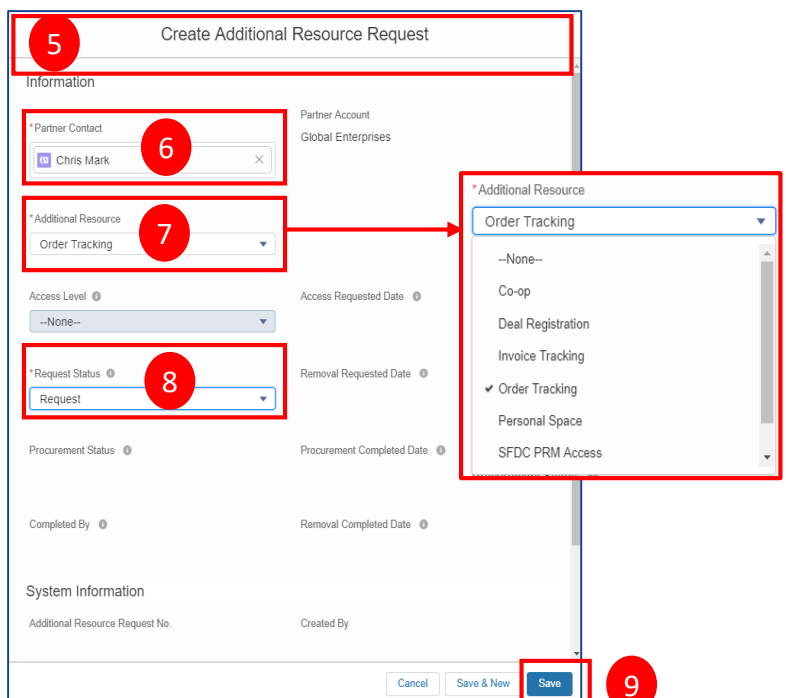
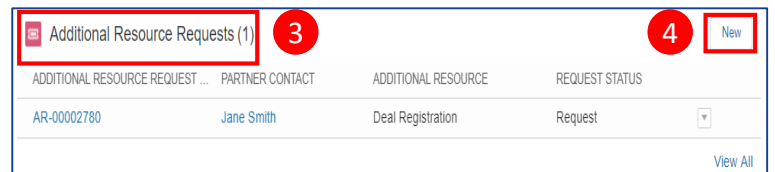
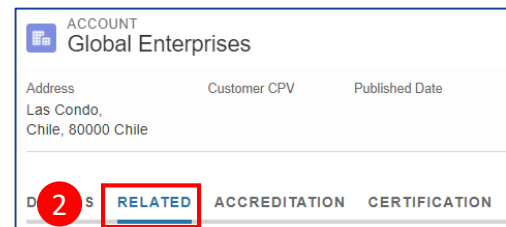
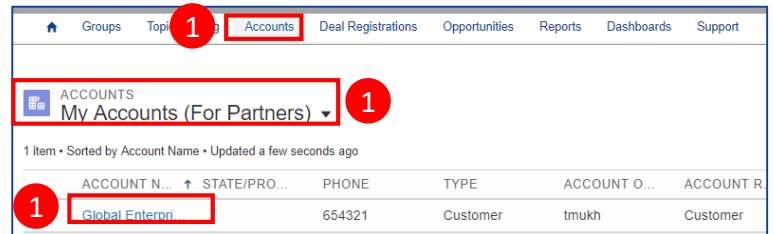
OVERVIEW

- Only Partner Relationship Managers can create new Additional Resource Requests
- From Nokia’s Partner Portal; the following types of Additional Resource Requests can be submitted

- | | | | |
|----------------------|-------------------|-------------------------------------|--|
| 1. Co-Op | 4. Order Tracking | 7. USA Pricing | 10. Nokia DAC Info Center and Training |
| 2. Deal Registration | 5. Library | 8. CPQ (Config/Price/Quote) | 11. Nokia DAC Offer and Order Tool |
| 3. Invoice Tracking | 6. SFDC PRM | 9. ACM (Advanced Configuration Mgr) | |

CREATE NEW RESOURCE REQUEST (PRM’S ONLY)

1. From within Partner Portal; select **Accounts > My Accounts (For Partners)** and open your account record
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Click **New**
5. **Create Additional Resource Request** form displays
6. **Partner Contact:** Click on field and search / select Partner Contact for whom request is being made
7. **Additional Resource (Type):** Select corresponding type of request
 - ACM (Advanced Configurator Manager)
 - Co-Op
 - CPQ
 - Deal Registration
 - Invoice Tracking
 - Order Tracking
 - Library
 - SFDC PRM Access
 - USA Pricing
 - NDAC Info Center & Training
 - NDAC Offer & Order tool
8. **Request Status:** Select **Request**
9. Click **Save**; confirmation message displays
10. Partner User will be **notified of outcome** (granted/rejected)



Additional Resource Request was created. X

Only one (1) Additional Resource Request record per Tool per Partner User is allowed

- EXCEPTIONS**
- **Library Requests:** The **Access Level** field becomes available and is required; select **Admin** or **Viewer**
 - **USA Pricing:** Is only a valid selection for Partners located within North America market

VIEW RESOURCE REQUEST STATUS (PARTNER USERS – READ ONLY)

Partner Users will have **read-only** access to Resource Requests which allows them to view and check the status of Resource Requests for their account.

Follow these steps to view Status of Resource Requests:

1. From within Partner Portal; select **Accounts > My Accounts (For Partners)** and open your account record
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Check **Request Status**
5. Partner User will be **notified of outcome** (granted/rejected)

The screenshot shows the Partner Portal navigation. Step 1: 'Accounts' is selected in the top menu. Step 2: 'My Accounts (For Partners)' is selected in the dropdown. Step 3: The 'Additional Resource Requests (2)' section is highlighted. Step 4: The 'Request Status' dropdown menu is shown with 'Request' selected.

REMOVE RESOURCE REQUEST (PRM USER ONLY)

PRM's have the ability to cancel or remove Resource Requests by editing their Status. Follow these steps to edit the Status of a Resource Request:

1. From Account record; scroll to **Additional Resource Requests** section
2. Click **Drop-Down**; select **Edit**
3. **Request Status**: Update from Request > **Remove**
4. Click **Save**

The screenshot shows the 'Edit AR-00002800' form. Step 1: The 'Additional Resource Requests (2)' section is highlighted. Step 2: A dropdown arrow is highlighted. Step 3: The 'Request Status' dropdown menu is shown with 'Remove' selected. Step 4: The 'Save' button is highlighted.

NEW PARTNER USERS – REQUEST FOR PRM ACCESS AUTO-CREATED

- When a **New Partner User** is created; Salesforce automatically creates an **Additional Resource Request** for 'SFDC PRM Access'.
- This notifies the PRM Admins to provision the additional SFDC access for the partner.

The screenshot shows the user profile for Ben Jones. The 'Additional Resource Requests (1)' section is highlighted, showing a request for 'SFDC PRM Access' with a status of 'Request'. The 'Created By' field is also highlighted, showing 'Informatica User, 17/08/2017 05:20'.

For assistance, send email to: gss.partnersupport@nokia.com
Please include: Your name, official company name, country, phone number (optional), question or description of the problem (add screenshots and URL if possible or relevant)