## **ADDITIONAL RESOURCE REQUESTS**

#### **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
- 2. Deal Registration 3. Invoice Tracking
- 5. Library 6. SFDC PRM

- 8. CPQ (Config/Price/Quote)
- 9. ACM (Advanced
- Configuration Mgr)
- 10. Nokia DAC Info Center and Training 11. Nokia DAC Offer and Order Tool

- **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
- Click New 4.
- 5. Create Additional Resource Request form displays
- 6. Partner Contact: Click on field and search / select Partner Contact for whom request is being made
- Additional Resource (Type): Select corresponding type 7. 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
- Request Status: Select Request 8.
- Click Save; confirmation message displays 9.
- 10. Partner User will be notified of outcome (granted/rejected)

## **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

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7. USA Pricing

## PARTNER PORTAL JOB AID

# ADDITIONAL RESOURCE REQUESTS

### 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:

- 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)

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### **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

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#### **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.

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Page 2 of 2 Nokia internal use 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)