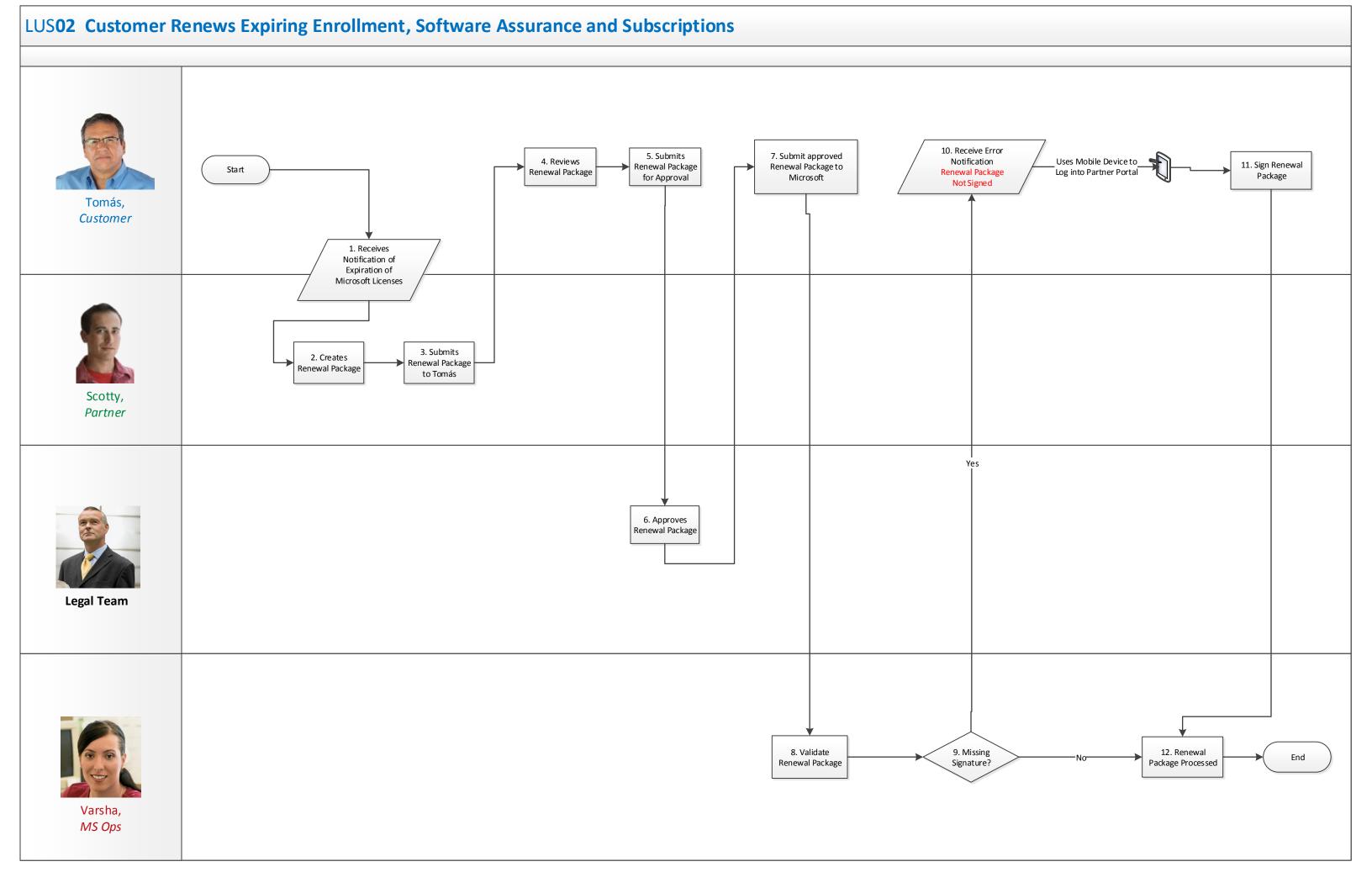
LUS**01 Customer Budgets for Licensing** 11. Gets Budget Information 14. Accepts Quote? 3. View Licensing 1. Call Scotty 2. Open Customer Portal 13. Review Quote 10. Compare Quotes Position 3. Sign-In Customer 4. Tomás Gives Scotty access to Full Licensing Position for a limited time 12. Creates and 9. View Tomás' 5. Open Channel Submits Quote 6. Sign-In 7. Select Customer 8. Tomás selected Licensing Position Partner Portal for Limited Time Scotty, Partner



LUS**03 Customer Manages Online Services** 3. Review OLS Usage 6. Create 1. Opens Customer 5. Manage OLS 7. Add Chris Start 2. Sign-In User Account Portal 4. Review Offerings Customer 8. Receives notification 9. Opens Customer 12. Create 50 User End 10. Sign-In 11. Manage OLS for new account & online Portal Accounts license provisioning Chris, Customer

LUS**04 Customer Upgrades to Recommended Licenses** 4. Offerings 1. Opens Customer 6. Submit Offer to 2. Sign-In 5. Select Offer 11. Approve Quote Channel Partner 3. Licensing Position Customer 7. Review Offer → 8. Log Opportunity 10. Create Quote 13. Submit Order to 12. Prepare Order End Microsoft Partner 9. Provides Implementation Details Paul, MS Field

LUS05 Customer Tries and Buys Software with Financing 4. Sign Up for Office 365 1. Opens Customer 3. Learn OLS 8. End Trial Start 2. Sign-In 5. Add Users 6. Start Trial Portal Software + Services Notification Sabina, Customer 10. Changes 7. Notification of Start 13. Submit Order to 14. Validate? 9. Calls Sabina 17. Verifies Order 11. Create Quote 12. Create Order Trial for Sabina Licensing Program Microsoft Partner -Notification-▶ 16. Submits Order End 15. Fixes Order MS Field

LUS06 Partner Orders a Mix of Online and On-Premise Services for a Commercial Customer 1. Opens Customer 3. View Sales 5. Flag Tomás' 6. Log Sales 11. Notify Tomás of Start 2. Sign-In 4. Search Quote 7. Notify Paul 12. Create Order 13. Submit Order Portal Activities Opportunity **Budget Approval** Account End Scotty, Partner 11. Implements IT Strategy Tomás, Customer 8. Approve Sales Opportunity Paul, MS Field 9. Track Sales Opportunity 10. Views Scotty's Sales Activities and Target Goals Partner

LUS07 Partners Order a Mix of Online and On-Premise Services for a Public Sector Customer Start 4. Adds Self as 8. Pre pares & 1. Opens Customer 3. Establish 2. Sign-In Channel Partner for 5. Creates Order 6. Submits Order Submits Quote Portal Agree ment Patty Scotty, Partner 10. Selects Eli's 7. Patty Issues New 8. Notify Channel 9. Compares Quotes Quote Partners Patty, Customer 8. Prepares & 11. Eli Adds Self as 12. Reviews Order 13. Submits Order Submits Quote Partner for Patty History Partner

LUS**08 Partner Orders for Customers via B2B System** Start 4. Reviews 105 5. Requests Data From Microsoft 9. Submit to Microsoft End 1. Opens ERP System 2. Sign-In 3. Adds 25 Orders 7. Completes Order 8. Validates Order Orders Partner 6. Submits Requested Data MS Ops

LUS**09 Support Helps Customer Manage License Assets** 3. Manage OLS 13. Able to view and 5. Unable to obtain manage online and 1. Opens Customer End Start keys for software 6. Calls Scotty 2. Sign-In Portal on-premise licenses in one licenses place 4. Assign User Accounts Customer 8. Refers Tomás to MSFT Customer Support 7. Could not resolve problem Scotty, Partner 12. Shows Tomás the 10. Signs into Tomás' 11. Reviews Tomás' 9. Opens Customer appropriate keys to Portal profile company's account use MS Ops

LUS10 Config Creates a New License Offering Provides the required information to Connie to configure the License Offering including testing, pilot plans and timeframes 3. Tracks progress MS Config 2. Configures License Offering Connie, MS Config