EB Product Support Service Desk
User Guide
• Version 1.0 – released October 9th, 2020 – initial version
Content

- How to activate user account
- Different categories of Support tickets
- Create support ticket for
  - Technical Issue
  - Licensing
  - Sales
  - Improvement/Proposal
- Features of the tool
- Additional Information
- Recover Password
How to activate User Account

❑ For General support page click www.elektrobit.com/support and then click the available button to request support.

❑ Or open the link https://support.elektrobit.com/servicedesk/customer/portal/1 in any browser to navigate service desk customer portal.

❑ Click “Sign up for an account”
❑ Enter your office e-mail address and captcha to sign up.

❑ Private sign up link will be sent to the given e-mail address.

❑ User receive an e-mail from EB Product Support Service Desk.

❑ Click on Sign Up button.

❑ Sign Up link takes to another page. The username is same as the registered e-mail address. Enter full name & password and then click Save and continue button to activate the account.
Different categories of Support tickets

- EB Product Support Service Desk has 4 different categories to raise a support ticket for different product lines.

  - Help Center
    - EB Product Support Service Desk
      - Welcome! You can raise a EB Product Support Service Desk request from the options provided.

      - What do you need help with?

  - Technical Issue
    - Customer interface to report a ticket for a technical issue

  - Licensing
    - Customer interface to report a ticket for a licensing issue

  - Sales
    - Customer interface to report a ticket for a sales issue

  - Improvement/Proposal
    - Customer interface to report a ticket for improvements for product/solutions and so on

- If you were routed to the Help Center, click on **EB Product Support Service Desk** which takes you to the service desk main page.
When you click **Technical Issue**, you will be navigated to this page.

Then select the product line from the dropdown and choose the product. For example EB tresos Studio is a product, under EB tresos product line.
Details to be filled in for Technical issues

- **ProductLine / Product**
  - ✓ Product line and relevant Product should be selected from drop down

- **Offer number / Order number / Delivery number**
  - ✓ Offer number
  - ✓ Order number - starts with “QU” or “A”
  - ✓ Delivery number

- After selecting the product, you are asked to fill the product specific details like Product Version, Product Target/Derivate etc.

- All other mandatory parameters should be filled by customer e.g. Region, Name, company name, summary, description etc. In addition to that customer can attach the error logs, test results, configuration files etc.

- Click the create button to create the ticket.

- You receive an e-mail from EB Product Support Service Desk with the ticket ID.

- Also you can see the ticket details from your account.
Create support ticket for licensing issues

- When you click Licensing, you will be navigated to this page.

- Then select the product line from the dropdown and choose the product. For example EB tresos Studio is a product under EB tresos product line.
Details to be filled in for licensing issues

- **ProductLine / Product**
  - ✓ Product line and relevant Product should be selected from drop down

- **Offer number / Order number / Delivery number**
  - ✓ Offer number
  - ✓ Order number - Starts with “QU” or “A”
  - ✓ Delivery number

- **After selecting the product, you are asked to fill the product specific details like Product Version, License type etc.**

- **All other mandatory parameters should be filled by customer e.g. Region, Name, company name, summary, description etc. In addition to that customer can attach the error logs, test results, configuration files etc.**

- **Click the create button to create the ticket.**

- **You receive an e-mail from EB Product Support Service Desk with the ticket ID.**

- **Also you can see the ticket details from your account.**
When you click **Sales**, you will be navigated to this page.

Then select the product line from the dropdown and choose the product. For example EB tresos Studio is a product under EB tresos product line.
Details to be filled in for Sales queries

- **ProductLine / Product**
  - ✓ Product line and relevant Product should be selected from drop down

- **Offer number / Order number / Delivery number**
  - ✓ Offer number
  - ✓ Order number - Starts with “QU” or “A”
  - ✓ Delivery number

- All other mandatory parameters should be filled by customer e.g. Region, Name, company name, summary, description etc. In addition to that customer can attach the screenshots if any.

- **Click the create button to create the ticket.**

- **You receive an e-mail from EB Product Support Service Desk with the ticket ID.**

- Also you can see the ticket details from your account.
When you click **Improvement/Proposal**, you will be navigated to this page.

Then select the product line from the dropdown and choose the product. For example EB tresos Studio is a product under EB tresos product line.
Details to be filled in for Improvement/Proposal

- **ProductLine / Product**
  - ✓ Product line and relevant Product should be selected from drop down

- **All other mandatory parameters should be filled by customer e.g. Region, Name, company name, summary, description etc. In addition to that customer can attach the screenshots if any.**

- **Click the create button to create the ticket.**

- **You receive an e-mail from EB Product Support Service Desk with the ticket ID.**

- **Also you can see the ticket details from your account.**
Features of the Tool

- Through customer account, customers can see all their created requests.
- In order to establish the communication between customers and EB Product Support Team, there won’t be any emails. Instead customers and EB communicate by commenting the respective support ticket. Automatic emails will be sent to the customer as soon as EB commented (or changed in any case) the support ticket to indicate the change.
- There is an option to attach files in the ticket’s comment section.
- When a comment is added, concerned parties will be notified by an email.
- Exchanged information will be stored in Service Desk portal forever in the respective support ticket.
- The basic information (e.g. First Name, Last Name, company, Department, Phone) needs to be filled manually only once. From the next time, when user login to create a new ticket, all the basic information will be auto populated. User will also have a provision to change these auto populated basic information if required.
- Customers can filter the tickets with different options
For any login issue with new service desk, customers can navigate to the below link to find the support hotline details.

https://www.elektrobit.com/support/
If you forget password, click **Forgot your password** from the login page.

Provide your e-mail Id and then click **Email me**.

A reset password link will be sent to the specified email address to reset password.