

EB Product Support Service Desk User Guide



Elektrobit

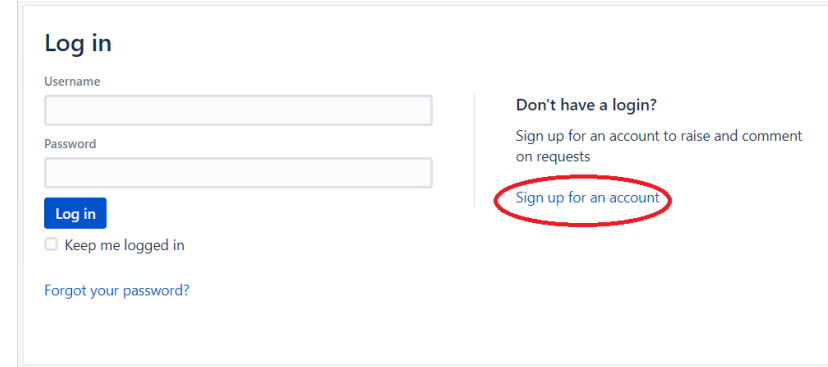


- Version 1.0 – released October 9th, 2020 – initial version

- 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

- ❑ 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.



The screenshot shows a login form titled "Log in". It contains two input fields for "Username" and "Password", a blue "Log in" button, a "Keep me logged in" checkbox, and a "Forgot your password?" link. To the right, there is a section titled "Don't have a login?" with the text "Sign up for an account to raise and comment on requests" and a red circle around the "Sign up for an account" link.

- ❑ 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.

- ❑ 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.



Technical Issue

customer interface to report a ticket for a technical issues



Licensing

customer interface to report a ticket for a licensing issues



Sales

customer interface to report a ticket for a sales issues



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.

Welcome to the Help Center


Popular

[EB Product Support Service D...](#)

[Browse all](#)

Create support ticket for Technical Issue

❑ When you click [Technical Issue](#), you will be navigated to this page

 [Help Center](#) / [EB Product Support Service...](#)
Technical Issue

Dear customer, here you can create your support request if you have a technical question about a product or need help to solve a problem.

ProductLine / Product
None

Offer number / Order number / Delivery number

Region
None

First Name (optional)

Last Name

❑ 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

ProductLine / Product
EB tresos

Offer number / Order number / Delivery number

Region
None

First Name (optional)

Last Name

None
EB tresos
EB tresos AutoCore & Safety
EB tresos AutoCore OS & Safety OS
EB tresos Studio
EB tresos OsekCore & ProOSFK

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.

□ When you click [Licensing](#), you will be navigated to this page

Help Center / EB Product Support Service...
Licensing

Dear customer, here you can create your support request if you have questions about your license or need help to solve a license problem. [Licensing](#)

ProductLine / Product
None None Please select from cascade ProductLine/Product

Offer number / Order number / Delivery number
[input field]

Priority (optional)
Medium

Has the potential to affect progress.

Region
None

First Name (optional)
[input field]

Last Name
[input field]

□ 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

ProductLine / Product
EB tresos

Offer number / Order number / Delivery number
[input field]

Region
None

First Name (optional)
[input field]

Last Name
[input field]

None
EB tresos
EB tresos AutoCore & Safety
EB tresos AutoCore OS & Safety OS
EB tresos Studio
EB tresos OsekCore & ProOSFK

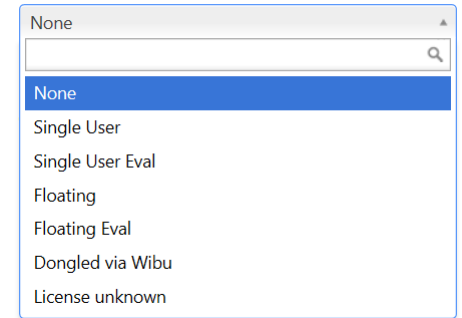
ProductLine / Product

- ✓ 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

 [Help Center](#) / [EB Product Support Service...](#)
Sales

ProductLine / Product

None None

Region

None

First Name *(optional)*

Last Name

Company

□ 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

ProductLine / Product

EB tresos

Offer number / Order number / t

Region

None

First Name *(optional)*

Last Name

None

EB tresos

EB tresos AutoCore & Safety

EB tresos AutoCore OS & Safety OS

EB tresos Studio

EB tresos OsekCore & ProOSFK

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

 [Help Center](#) / [EB Product Support Service...](#)
Improvement/Proposal

ProductLine / Product
None ▼ None ▼

Region
None ▼

First Name *(optional)*

Last Name

Company

Department

Phone *(optional)*

❑ 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

ProductLine / Product
EB tresos ▼

Offer number / Order number / T

Region
None

First Name *(optional)*

Last Name

EB tresos
None
EB tresos
EB tresos AutoCore & Safety
EB tresos AutoCore OS & Safety OS
EB tresos Studio
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ProductLine / Product

✓ Product line and relevant Product should be selected from drop down

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Click the create button to create the ticket.

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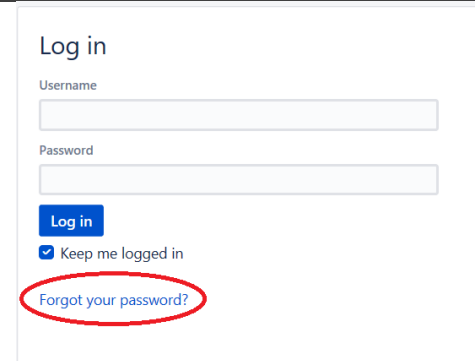
- ❑ Through customer account, customers can see all their created requests.
- ❑ In order to establish the communication between customers and EB Product Support Team, there won't be any emails. Instead customers and EB communicate by commenting the respective support ticket. Automatic emails will be 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.



Log in

Username

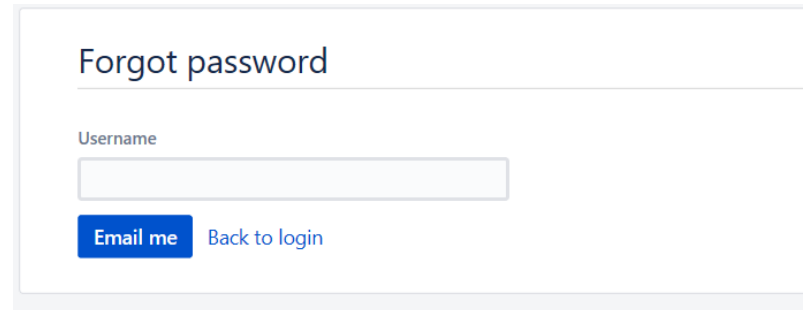
Password

[Log in](#)

Keep me logged in

[Forgot your password?](#)

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

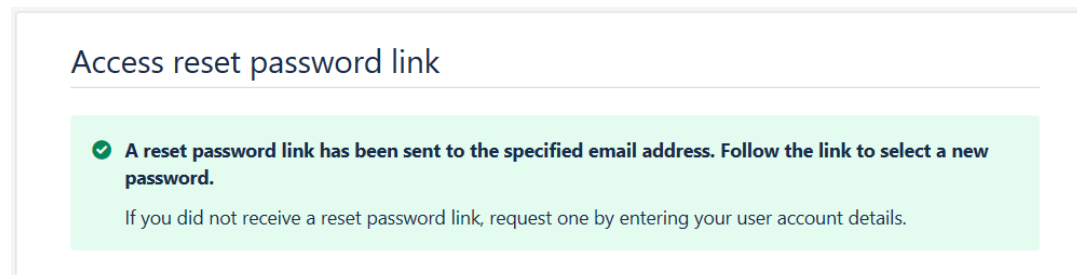


Forgot password

Username

[Email me](#) [Back to login](#)

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



Access reset password link

A reset password link has been sent to the specified email address. Follow the link to select a new password.

If you did not receive a reset password link, request one by entering your user account details.

Get in touch!



Elektrobit

sales@elektrobit.com
www.elektrobit.com

