

Fast, Easy and Insightful Platform to Streamline Service Requests from Beginning to End



An online portal you can access wherever and whenever, designed to deliver the information and tech support you need, in real-time.

Technology is moving faster than ever. Your service support should too. Introducing DN AllConnect Live, a transformed approach to service.

The portal is accessible anywhere, anytime and enables you to:

- Create a service request in three simple steps
- Track progress from beginning to end with real-time updates
- Include photos or other supporting documentation easily to enhance a service request
- Review historical and completed service requests

FAST

The acknowledgment of a service request in DN All Connect Live is fully digital. It takes only few seconds compared to traditional phone and e-mail methods.

EASY

Customers can create and check the status of their service request in three simple steps, saving time and ensuring their focus is on their core mission.

INSIGHTFUL

It is easy to review the live status of a current service request and history.

Did You Know?



FAST

A service request is acknowledged **within a few seconds**.



EASY

DN AllConnect Live gives you **visibility** into the **end-to-end** service request process.



INSIGHTFUL

DN AllConnect Live offers **the ability to track the live status** of a service request

DN ALLCONNECT LIVE KEY FEATURES

- DN AllConnect Live reduces the risk of service request logging duplications, with the ability to access instructions for self-help troubleshooting.
- 24/7 access.
- Escalation option via the portal upon the SLA having been reached.

HOW WILL DN ALLCONNECT LIVE BENEFIT YOU?

- **Multi-channel support.** Quick login process with the ability to raise a service request or check a status 24/7, all from one platform.
- **Ease of use.** You can create a service request via your browser from any device (computer, tablet or smartphone).
- **Real-time service request tracking.** Benefit from real-time ability to track the status and progression of a service request, and get a detailed explanation of the solution implemented by our technical teams.
- **Minimize duplicate service requests.** Thanks to a holistic view you can easily retrieve information and check status for each submitted service request.

Across many industries, the evolution of Connected Services is driving improved field-service performance and faster issue resolution, all with less hassle and downtime. You can rely on DN AllConnect Live to automate the service request process for you, so your team can spend more time focusing on your customers.

Learn more at DieboldNixdorf.com/DNAllConnectLive or contact your Diebold Nixdorf representative today.

WHY DIEBOLD NIXDORF?

Diebold Nixdorf AllConnect ServicesSM offers transformative support that provide tailored, end-to-end solutions with a customer-first view. We help banks, credit unions and retailers accelerate their performance on a global scale. Using the foundational strength of our highly skilled and experienced support teams, we drive the highest device availability and enable our customers to delight increasingly demanding consumers while optimizing their internal operational efficiencies. From maintenance operations to business solutions to data-driven insights, only DN AllConnect Services delivers the expertise and innovation that help businesses thrive by identifying today's efficiencies and tomorrow's opportunities.