FAQ

FREQUENTLY ASKED QUESTIONS – For Customers

DN AllConnect℠ Live
Your Team. Powered by Ours.

Contents

What is DN AllConnect Live?

DN AllConnect Live is the new portal and app for Diebold Nixdorf service customers and represents the future of logging and tracking service requests in real time, 24 x 7. With DN AllConnect Live you can:

• 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 your experience after each completed service request to ensure continuous improvement

This new platform will modernize your experience, digitize processes to save you time and automate the interaction to enable more focus on customer satisfaction.

What are the advantages of utilizing this tool?

Improves our mobile logging channel not just offering phone and email today, and also provides ease of incident management with the functions offered and finally our roadmap focuses on adding even more exciting features to the portal/app, making this a one stop shop for our customers.

Key benefits are:

FASTER

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

EASIER

Service requests are centralized with one touch. You can create and check the status of your service request in three simple steps, saving time and ensuring you stay focused on customers.

INSIGHTFUL

You have immediate access to the live status of current service requests and the ability to provide additional information. You can also review the history of all service requests.

How do I address white-listing?

Investigate internally so that any 'white-listing' restrictions are addressed to meet your internal security requirements and allow access to the portal.

How do I create an account for DN AllConnect Live?

Please contact your DN Account Manager if you wish to migrate/sign-up for AllConnect Live. The Account Manager will work internally with DN teams to get you and your identified staff set up. You will then receive an activation email with your credentials and steps to help guide you through your first login.

How do I download the app?

You can download the app through the Google Play Store and the Apple App Store.


Which devices can I use to access the app?

All mobile devices with a compatible Android or Apple operating system + laptops and PCs.

Compatible Browsers and include, but are not limited to:	
Microsoft Edge	Version 25 and greater
Mozilla Firefox	Version 38 and greater
Safari	6.x and greater (on Mac OS)
Chrome	Version 30 and greater
Opera	Version 72 and greater

Compatible Mobile Platforms include, but are not limited to:	
iOS	10.x and greater
Android	5.x and greater

What does the portal look like?

You can access the portal using the url **DNAllConnectLive2.DieboldNixdorf.com**.
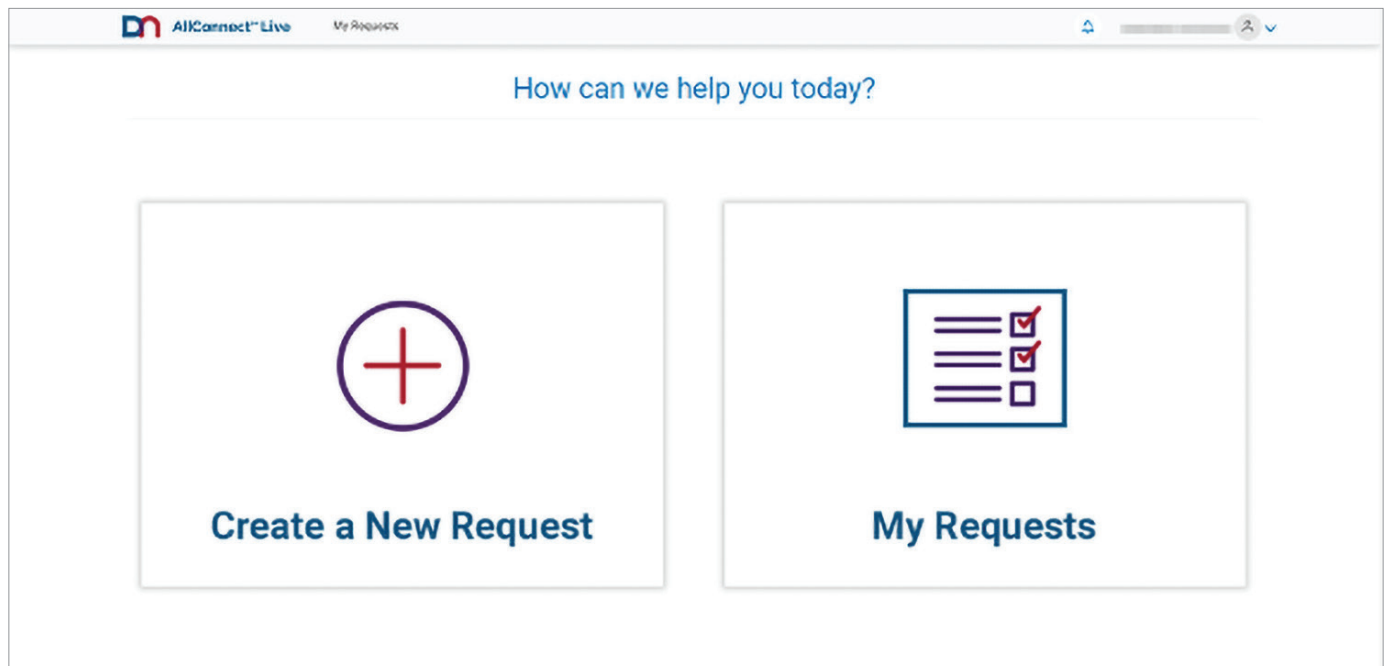
What information will I be able to access on the portal?

Some of the existing functions have been enhanced with an easier interface to read and work with. Updates appear real-time, so you see what we update in our systems. You will be able to access FAQ's within the portal and you will have more enhanced, personalized views (for example a site can have access to only see their site's service requests rather than all service requests for that account). When an engineer sets themselves to Travel/Working this will also appear on the App/Portal. You can also see a history of your service requests and resolution notes.

Is there a cost to utilize this platform?

There is no additional cost for this service.

Are there any restrictions on who can use the app?

The portal is only available for DN Customers.

To learn more, visit DieboldNixdorf.com/DNAllConnectLive2

Region 2 Version