

DN AllConnectSM Live Portal

Quick User Guide

Region 2 Version

Introduction

Welcome to DN AllConnectSM Live, the easy-to-use platform that streamlines your service requests from beginning to end.

Technology is moving faster than ever. Your service support should too. DN AllConnectSM Live is accessible from any device, anytime and enables a transformed approach to service and the way you interact with our support teams.

Read this user guide to learn how to:

- Access knowledge via the self-help widget to perform basic troubleshooting on your touchpoints
- Create a service request in three simple steps and include photos or any other supporting documentation easily
- Track progress from beginning to end with real-time updates
- Provide a review after each completed service request to ensure continuous improvement

Are you ready?

1-2-3: Go!

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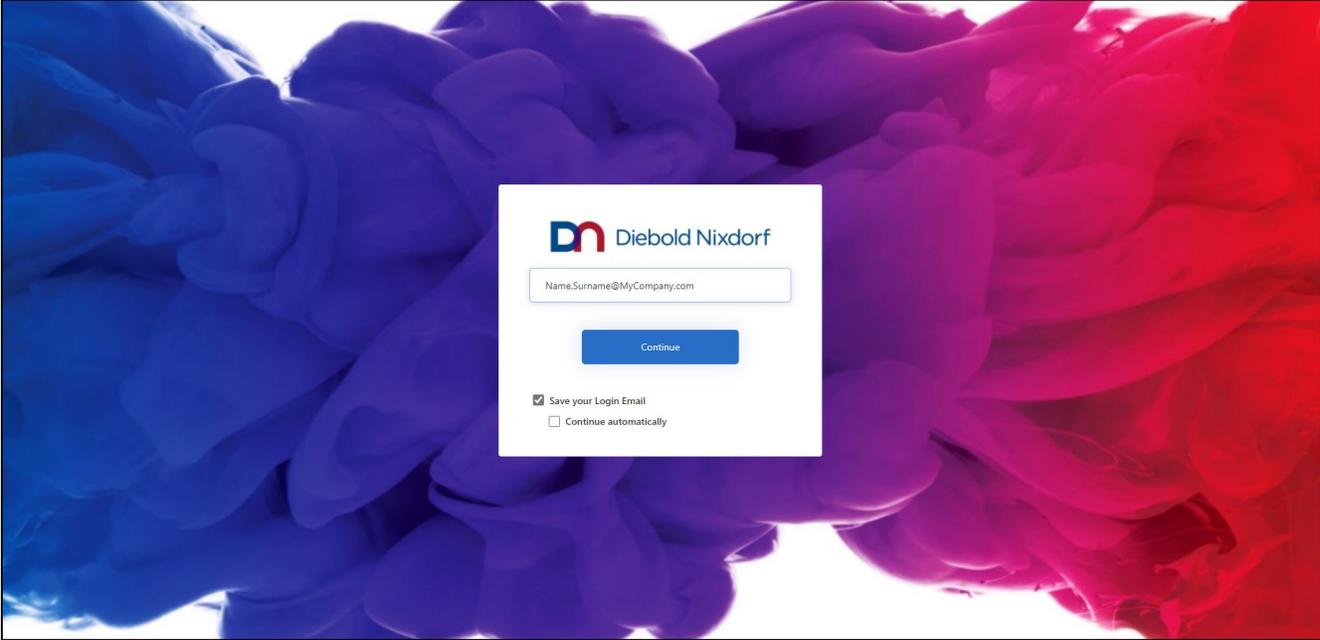
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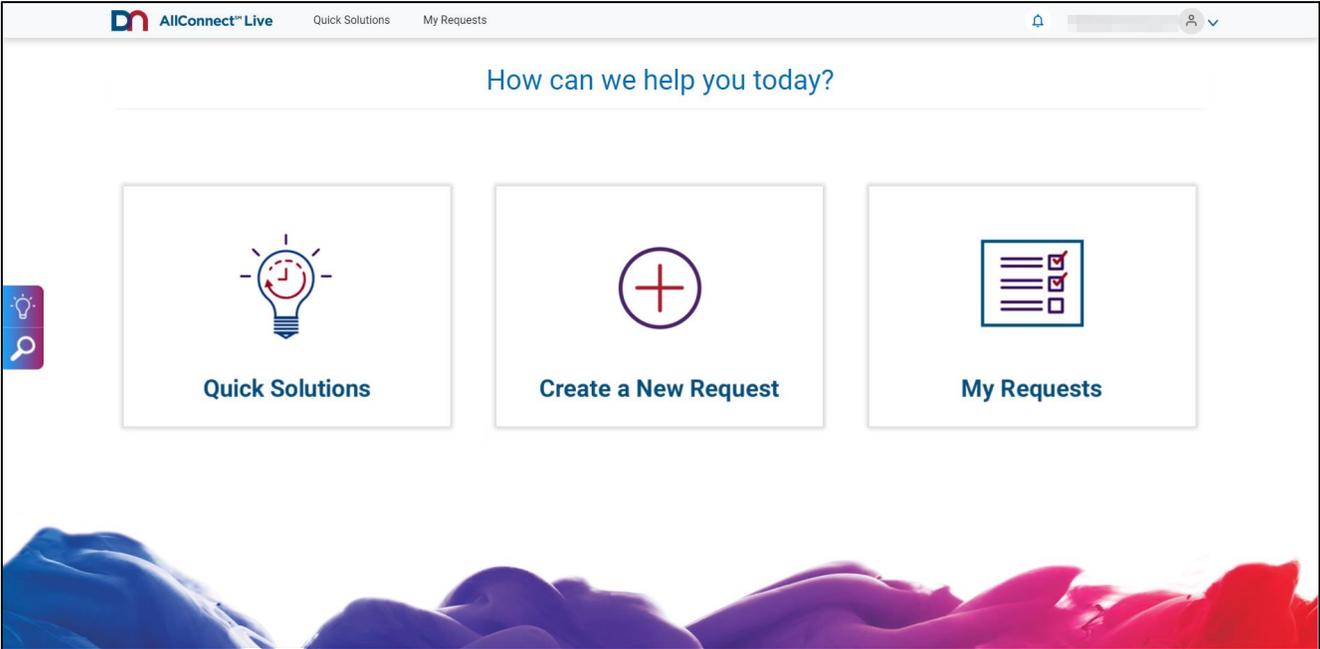
Chapter 1

How to create a service request in the DN AllConnect™ Live Portal

- 1. Login to the portal



- 2. Once you're on the portal home page, choose **Create a New Request**



3. STEP 1

Enter your Device ID or Site ID and click next or click on **Magnifying glass** in order to open advance search
(search by site/location or by product)

The screenshot shows the 'Create New Ticket' form in the AllConnect Live portal. The page title is 'My Requests > Create new ticket'. The main heading is 'Create New Ticket' with a sub-heading 'Please enter a few short details to create a new service request'. The form is divided into three steps: 'STEP 1 OF 3 Identify Equipment or Component', 'STEP 2 OF 3 Request details', and 'STEP 3 OF 3 Contact details'. In Step 1, there are two search fields: 'Where is the Equipment/Component Located?' with a placeholder 'Enter Site ID / Number' and 'What Equipment/Component is the issue related to?' with a placeholder 'Enter Device ID'. Both fields have a magnifying glass icon and a question mark icon. A 'Next' button is located at the bottom right of the Step 1 section.

4. STEP 2

Enter **Request details**: First, select **Trouble Ticket** or **Software Call** in **Request type**

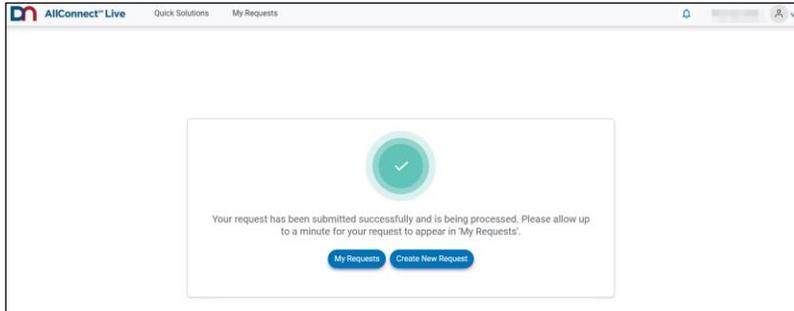
The screenshot shows the 'Request details' form in the AllConnect Live portal. The page title is 'My Requests'. The main heading is 'Request details' with a sub-heading 'Enter the details about the request'. The form is divided into three steps: 'STEP 2 OF 3 Request details', 'STEP 3 OF 3 Contact details', and 'STEP 3 OF 3 Contact details'. In Step 2, there are three main fields: 'Request type' (a dropdown menu with 'Trouble Ticket' selected), 'Urgency' (a dropdown menu with 'Select' selected), and 'Provide a short summary of your fault (150 max char)' (a text input field with placeholder 'Enter Problem Summary'). Below these are 'Helpdesk number' (a text input field with placeholder 'Enter Helpdesk number') and 'Describe your fault in detail' (a text area with placeholder 'Enter Problem description' and a '(2000 max char)' label). There is an 'Add an attachment' button and a 'Next' button. At the bottom right, there are 'Cancel' and 'Create Request' buttons.

5. STEP 3
Add your **Contact Details** and **Submit the Request**



The screenshot shows a web form titled "STEP 3 of 3" and "Contact details". Below the title, it says "Enter your contact information". There is a large empty text area for input. At the bottom right of the form, there are two buttons: "Cancel" and "Create Request".

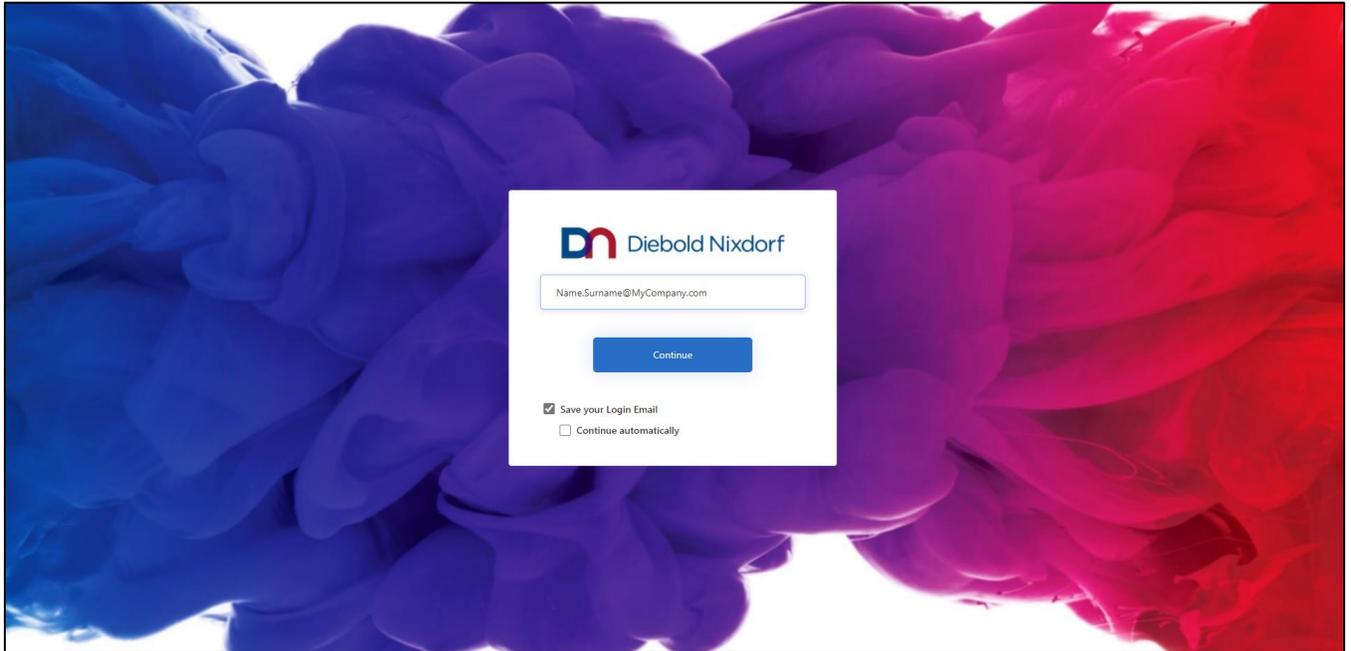
6. Your **Service Request** has been created!



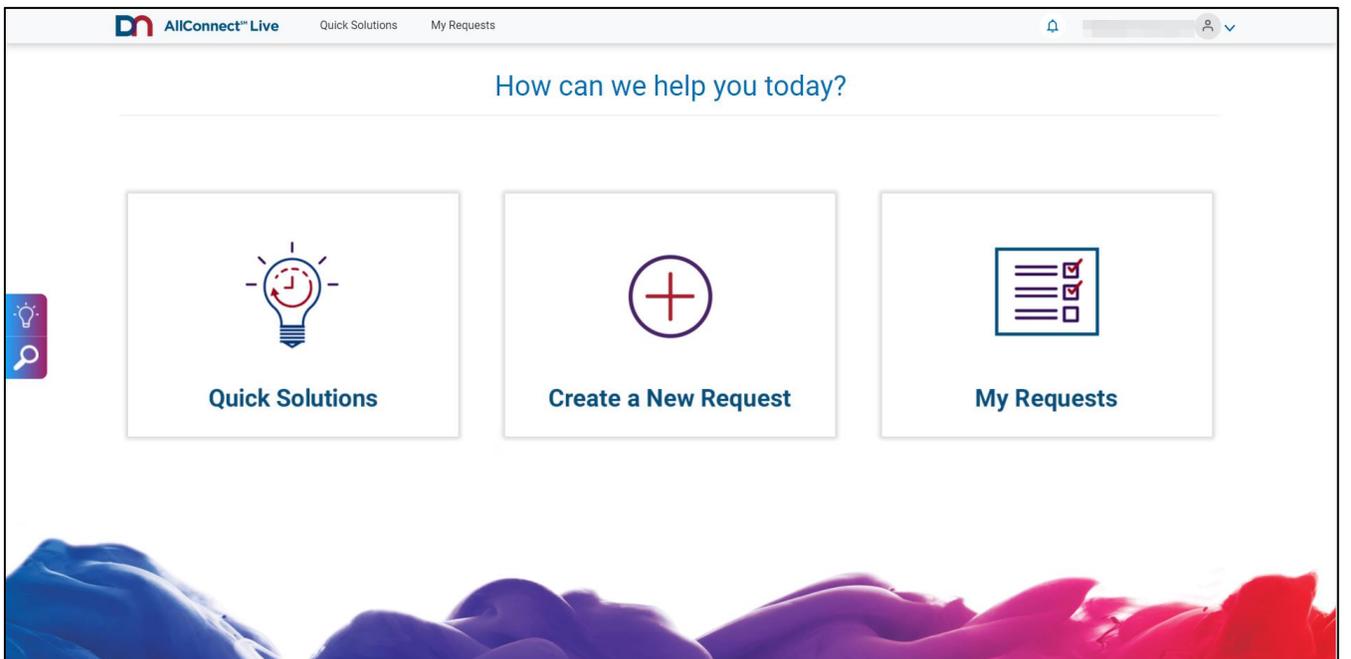
Chapter 2

How to update a service request in the DN AllConnect™ Live Portal

1. Login to the portal



2. Once you're on the portal home page, choose **My Requests**



3. Look for an Open Service Request by using **Search Options**
A list of all your service requests will appear.
You can refine your search by date range or by entering the service request number if you know it.

The screenshot shows the 'My Requests' interface. At the top, there are filters for 'OPEN', 'CLOSED', 'ALL', and 'PENDING REVIEWS'. Below these are search options: 'Search by date range' with 'Start date' and 'End date' fields, and 'Quick find' with a 'Service request number' dropdown and a search button. The main section is titled 'Open Requests (1)' and includes an 'Export' button. Below this is a table with the following columns: Request Number, Date Logged, Site, Device ID, Problem Summary, Urgency, Status, and Estimated Resolution By. The table contains one row with the following data: Request Number (blurred), Date Logged (14-Oct-2020 15:15), Site (blurred), Device ID (blurred), Problem Summary (afs), Urgency (Minor), Status (Update), and Estimated Resolution By (16-Oct-2020 23:56). At the bottom of the table, there are navigation buttons: '< Prev', a page indicator '1', and 'Next >'.

4. Click on the **Service Request** that you wish to update, and select the note type you want to use in order to update your service request

The screenshot shows the 'Add note' form. At the top left, there is a dropdown menu for 'Select note type' with a list of options: 'Select note type', 'Customer Internal Information', 'Customer Update', 'Escalation', and 'Reason why cancelled'. The 'Customer Update' option is selected. To the right of the dropdown is a text input field with the placeholder text 'Add note here'. Below the input field is a character count '(2000 max char)'. On the right side of the form, there is a blue circular button with a white arrow pointing right, representing the 'submit' button.

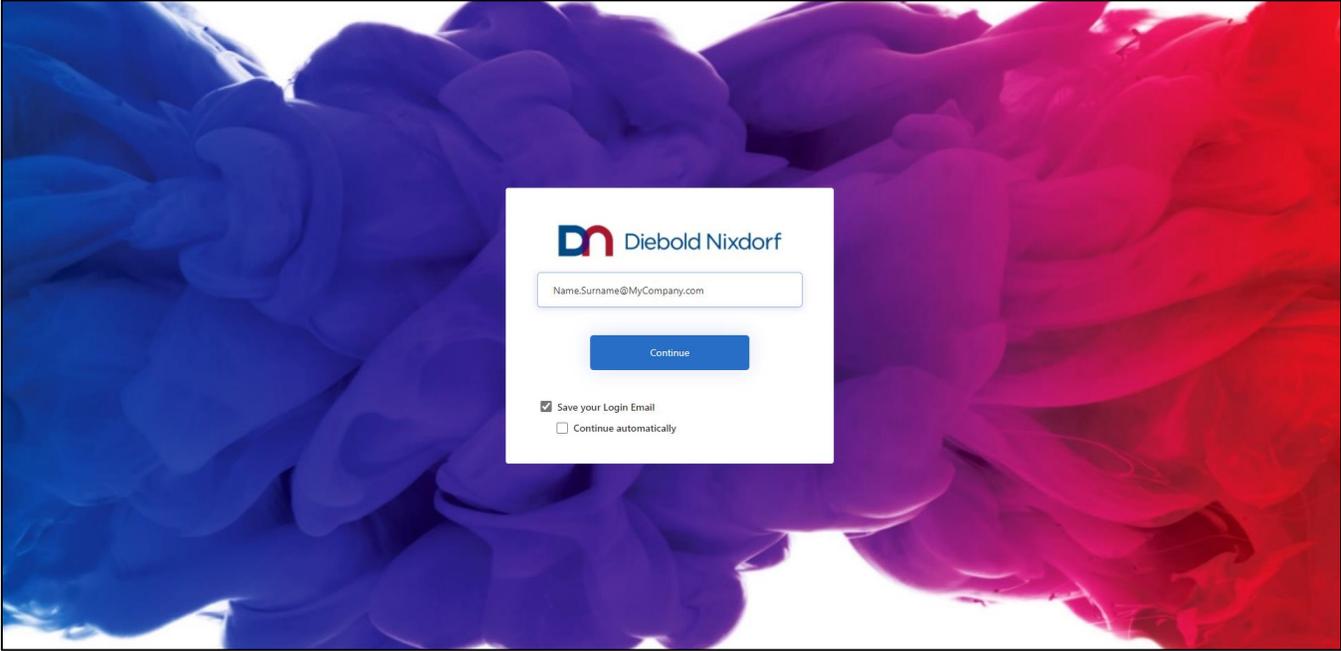
5. Type in your update and press the **submit** button (blue circle with a white arrow)

The screenshot shows the 'Add note' form with the 'Customer Update' note type selected. The text input field now contains the text 'Example note'. The character count '(2000 max char)' is visible below the input field. The blue circular 'submit' button is still present on the right side of the form.

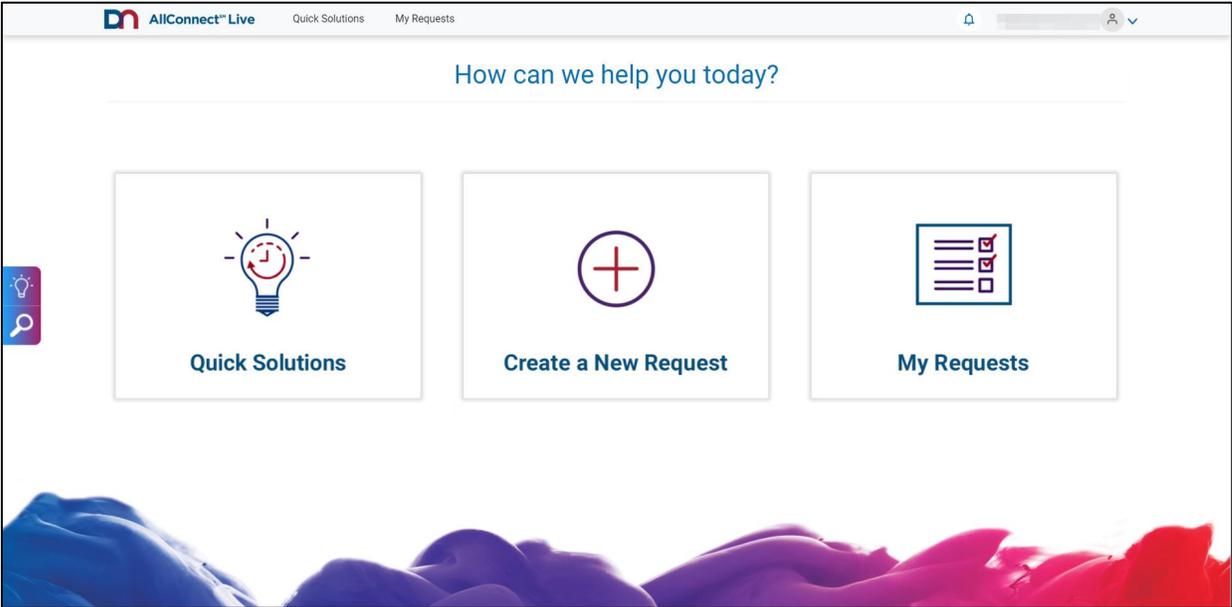
Chapter 3

How to check the status of a service request in the DN AllConnect™ Live Portal

- 1. Login to the portal



- 2. Once you're on the portal home page, choose **My Requests**



3. Look for an Open Service Request by using **Search Options**
A list of all your service requests will appear.
You can refine your search by date range or by entering the service request number if you know it.

The screenshot shows the 'My Requests' interface. At the top, there are tabs for 'OPEN', 'CLOSED', 'ALL', and 'PENDING REVIEWS'. Below these are search options: 'Search by date range' with 'Start date' and 'End date' fields, and 'Quick find' with a 'Service request number' dropdown and a search button. Below the search options, it says 'Open Requests (1)' with a refresh icon and an 'Export' button. A table lists the request details:

Request Number	Date Logged †	Site	Device ID	Problem Summary	Urgency †	Status †	Estimated Resolution By
[REDACTED]	14-Oct-2020 15:15	[REDACTED]	[REDACTED]	afs	Minor	Update	16-Oct-2020 23:56

At the bottom of the table, there are navigation controls: '< Prev', a page indicator '1', and 'Next >'.

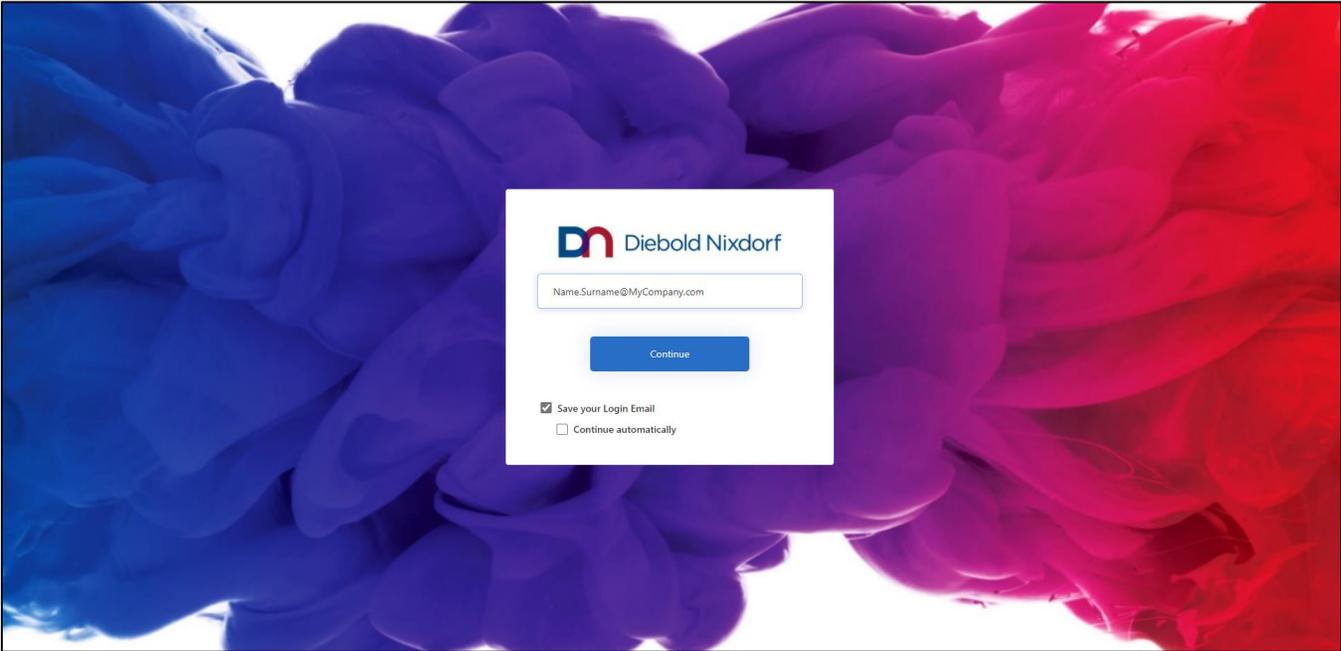
4. Click on the **Service Request** you wish to track. Click on for a month to see the notes.

The screenshot shows the 'Notes' interface. At the top, there are two months selected: 'October 2020' and 'November 2020'. Below the calendar, there is a 'Select note type' dropdown menu and a large text area for 'Add note here'. A blue play button is visible on the right side of the text area. At the bottom, there is a character limit '(2000 max char)'.

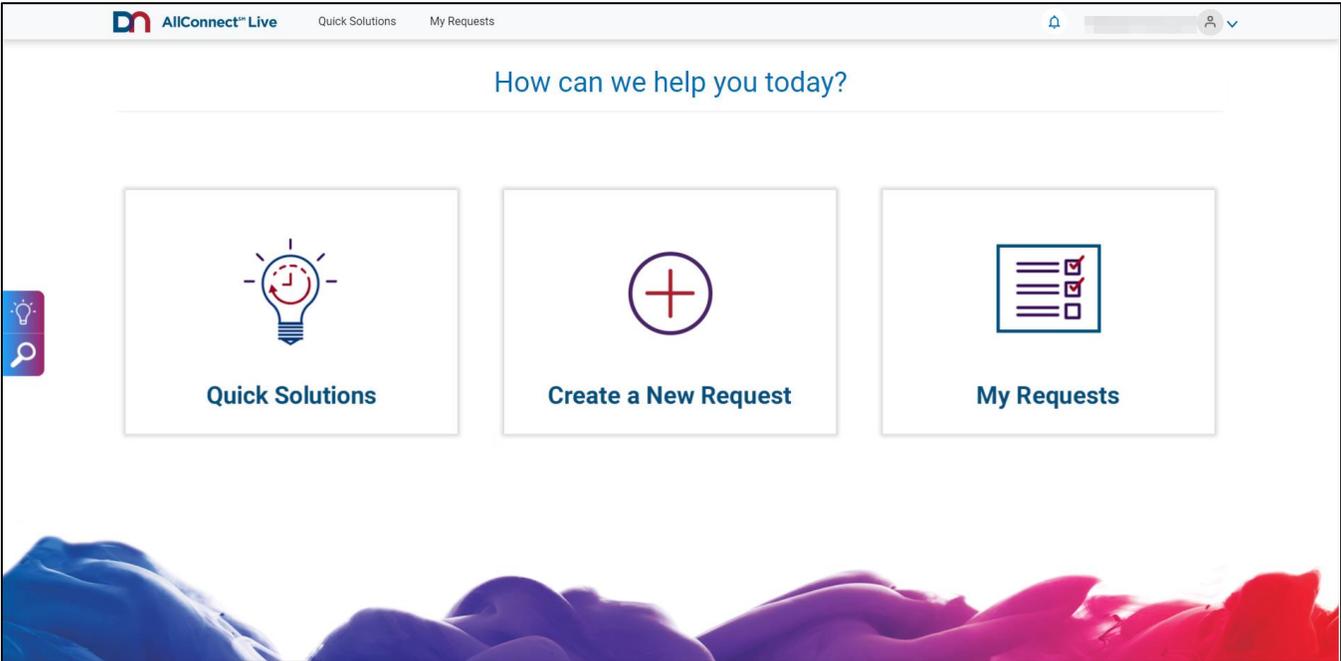
Chapter 4

How to use *Quick Solutions* to perform basic troubleshooting

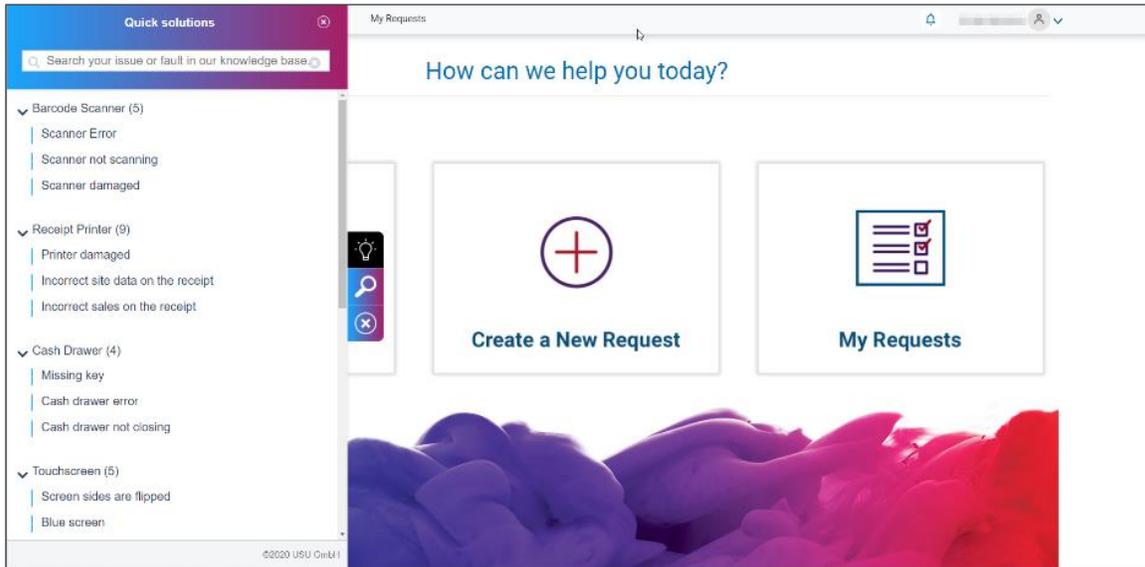
- 1. Login to the portal



- 2. Once you're on the portal home page, choose *My Requests*



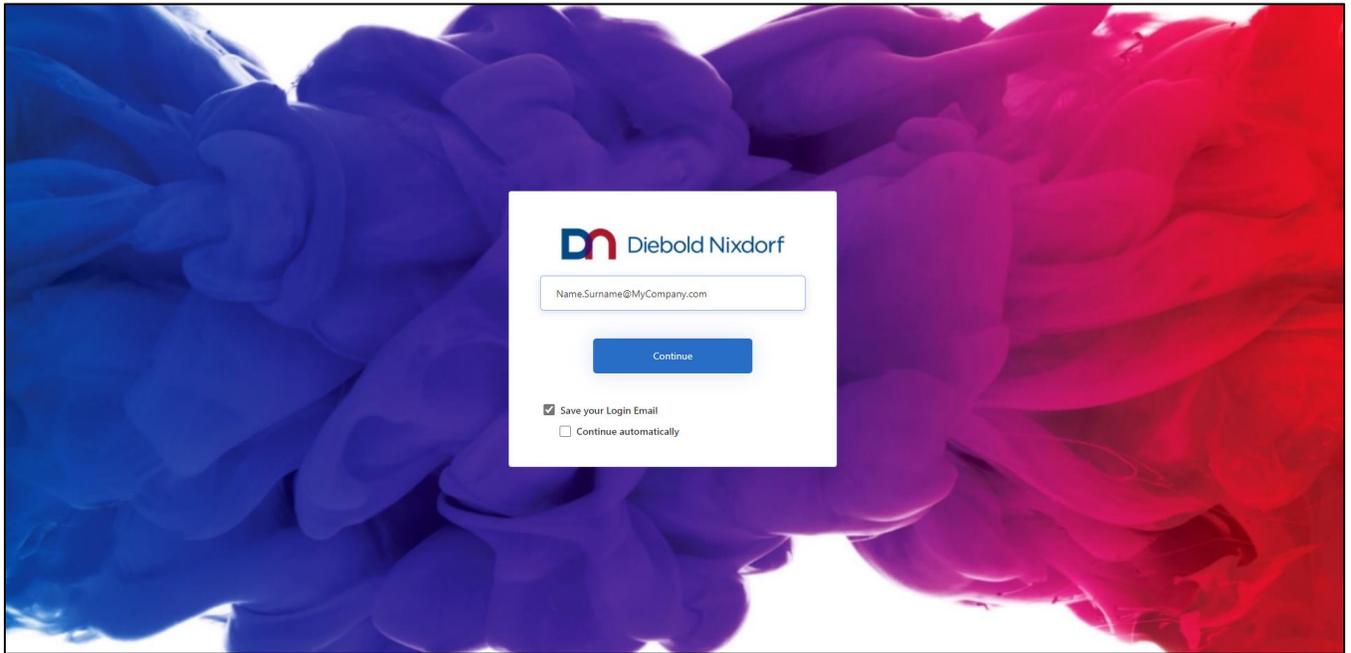
3. Use the **Quick Search** engine or scroll down the menu to find your solution



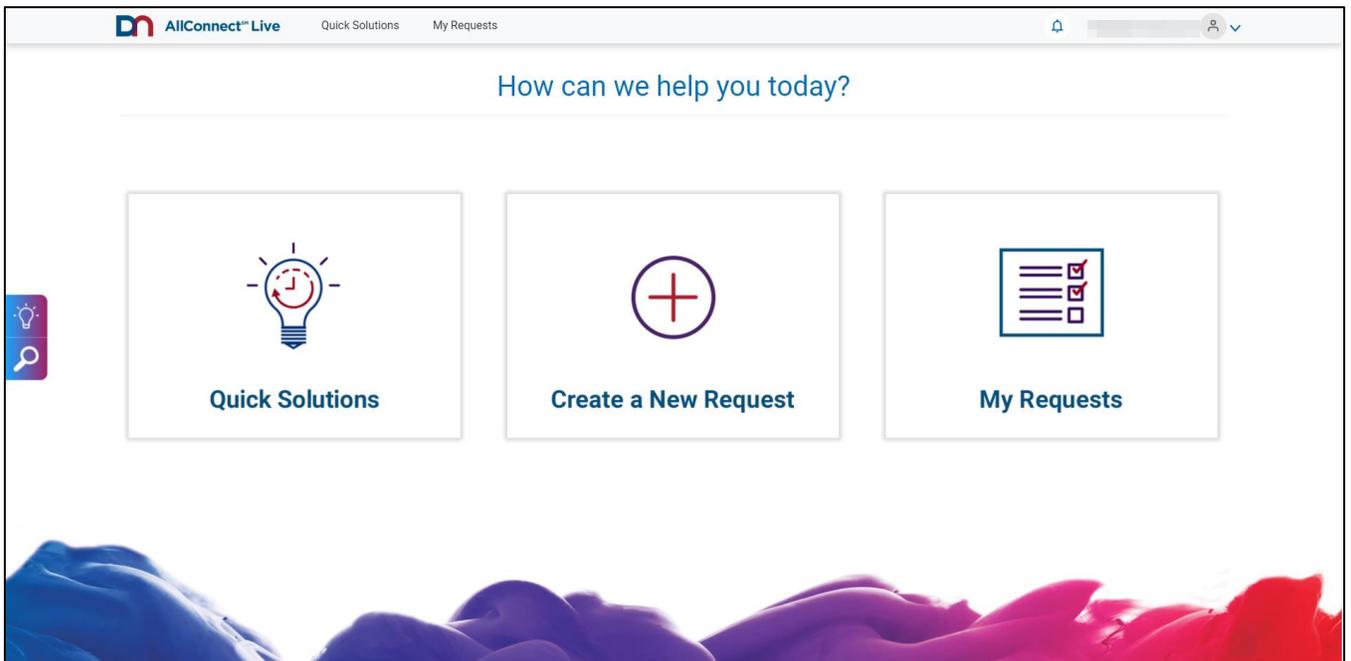
Chapter 5

How to complete a quick customer satisfaction survey

1. Login to the portal



2. Once you're on the portal home page, choose **My Requests**



3. Click on **Pending Reviews**

The screenshot shows the 'My Requests' page in the AllConnect Live portal. The 'PENDING REVIEWS' tab is highlighted with a red box. Below the tabs, there are search filters for date range and a search bar. The main content area shows a table of 'Open Requests (1032)'. The table has columns for Request Number, Date Logged, Site, Device ID, Problem Summary, Urgency, Status, and Estimated Resolution By. The first four rows of the table are visible, all with a status of 'In Progress'.

4. Click on the service request you would like to evaluate

The screenshot shows the 'Pending Reviews (3)' page in the AllConnect Live portal. The 'PENDING REVIEWS' tab is selected. Below the tabs, there are search filters and a search bar. The main content area shows a table of 'Pending Reviews (3)'. The table has columns for Request Number, Date Logged, Site, Device ID, Problem Summary, Urgency, Status, and Estimated Resolution By. The second row of the table is highlighted, with a mouse cursor over the request number '82039923'. The status for this request is 'Solved-To-Verify'.

5. Click on the **Review Us** button

The screenshot shows the details of a service request in the AllConnect Live portal. The request number is '82039923'. The product description is partially visible. The status is 'Solved-To-Verify' and the urgency is 'Significant'. The last updated date is '13-Jan-2021 13:03'. The 'Review Us' button is highlighted with a mouse cursor.

6. Provide your rating, and leave feedback if you choose (Free text field)

The screenshot displays the 'AllConnect™ Live' portal interface. At the top, there are navigation links for 'Quick Solutions' and 'My Requests', along with a user profile icon. The main content area shows a request summary for 'Sied 4 TT 120114:34' with a status of 'Solved-To-Verify' and an estimated resolution by '13-Jan-2021 10:34'. Below this is the 'Service Rating' section, which includes two rows of five orange stars each. The first row is labeled 'please select a rating score for the Service Provider/Desk' and the second row is labeled 'please select a rating score for the technician'. To the right of the stars is a blue icon of a person with three stars below it. Below the rating section is the 'Additional Feedback' section, which contains a text input field with the placeholder text 'Add feedback here' and a character count '(2000 max char)'. At the bottom of the feedback section are 'Cancel' and 'Submit' buttons. The footer of the page contains links for 'How to use', 'Contact Us', 'Privacy Policy', and 'Terms of Use'.