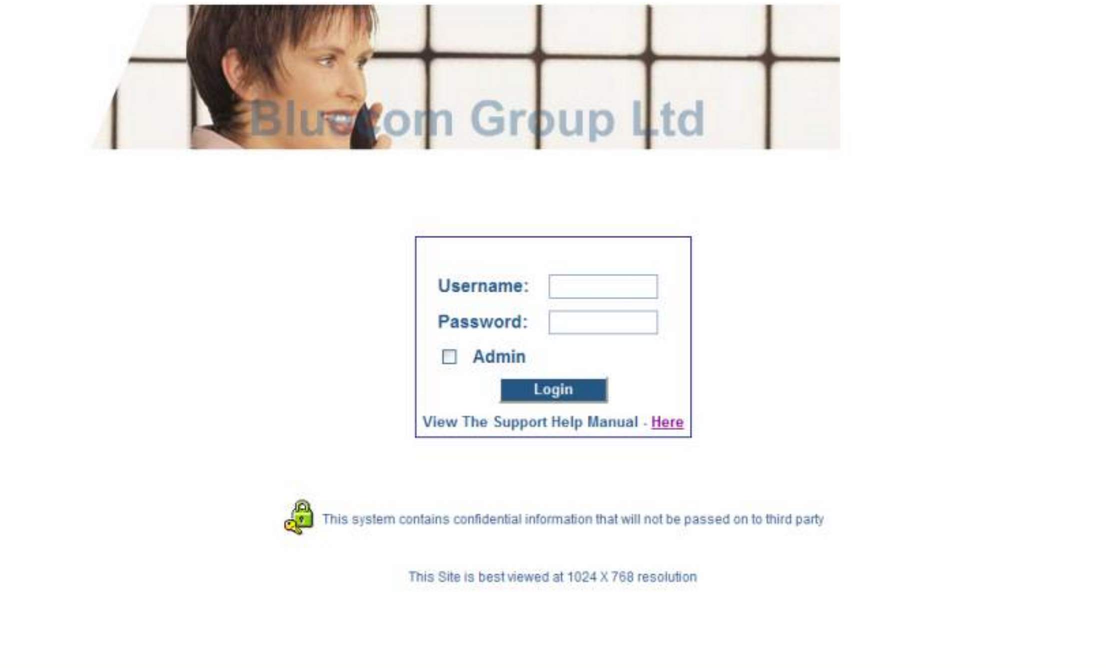
Support Site

User Guide

Logging In:

1. The username and password is the same as used to gain access to SmartACCESS (Bluecom's web based tracking portal).



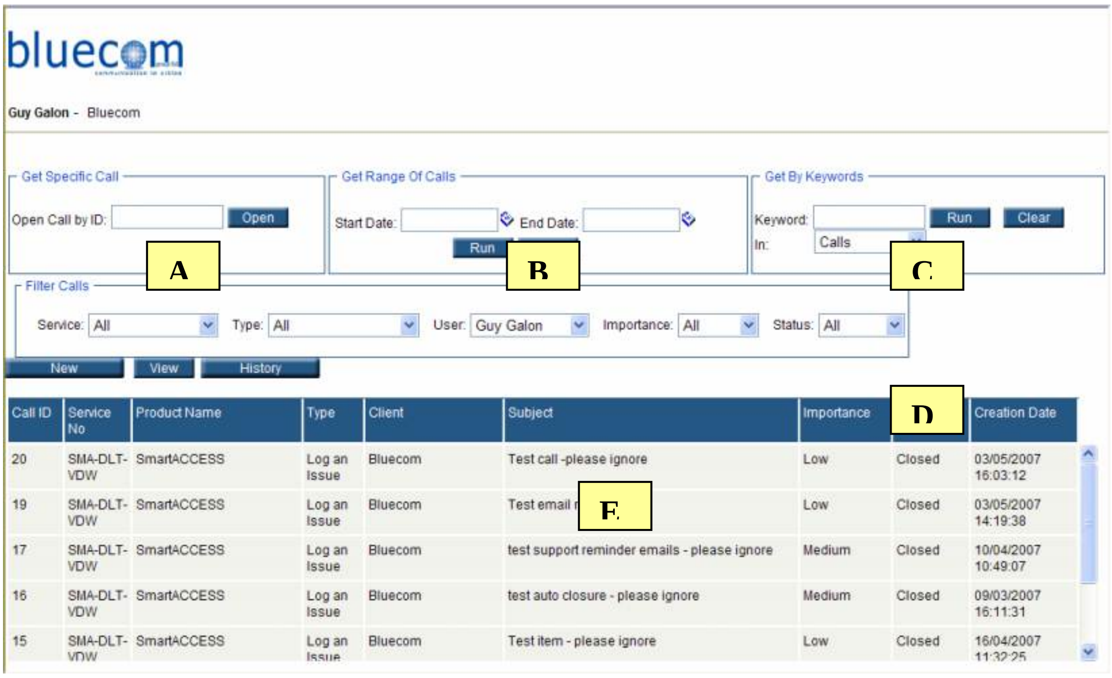
2. The user needs to create a support account whereby they will be asked to provide

    a. An email address – essential as email will be used to communicate with the user as well as to notify the users in real-time of any updates to their call.
    b. A phone number - where Bluecom can contact them if more detailed information is required.

    In the event that a support account has been created previously the user will not be required to recreate the record, but may be asked to update the record in the event that the contact details have changed.

Main Page:

Once the user is logged in, the main page will be displayed:



Please note the following Key:

A. Allows the user to search for a valid Call Reference Number.

B. Allows the user to search for all calls generated within the required time period.

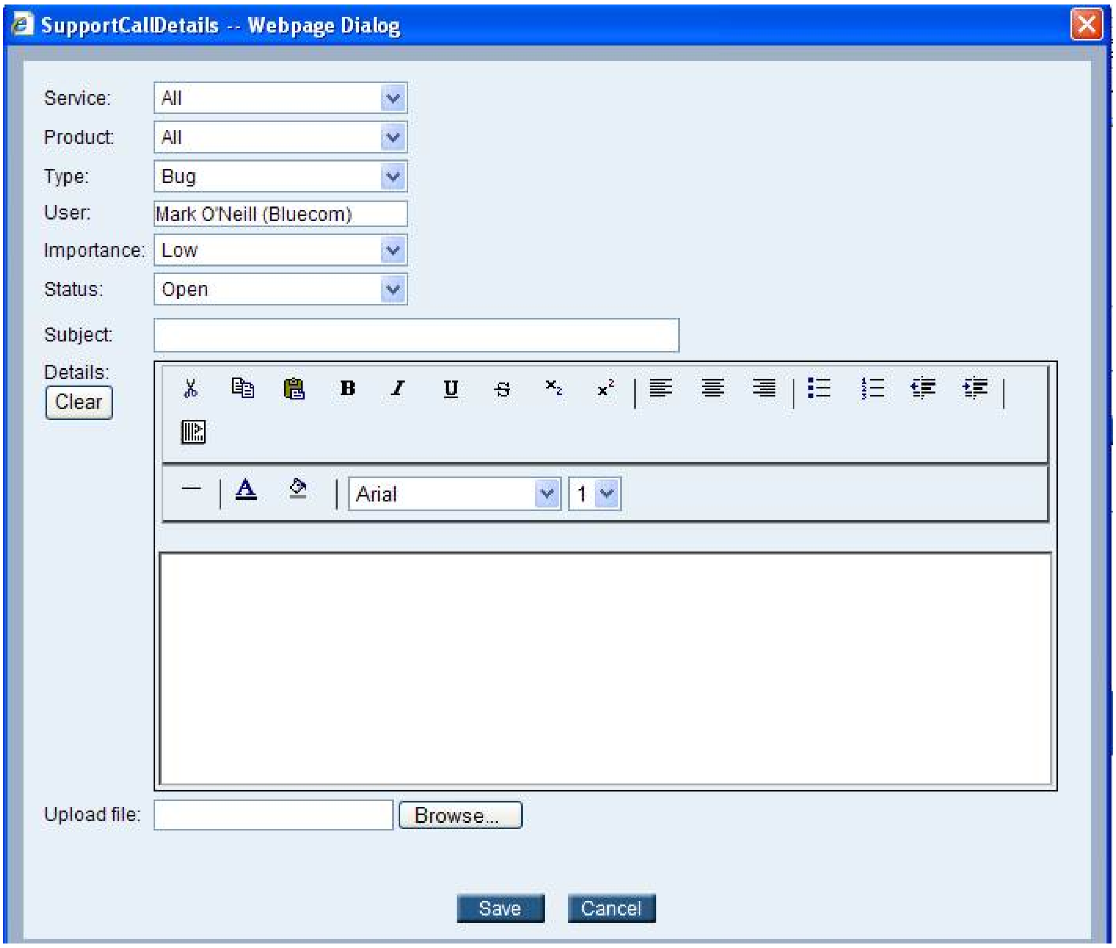
C. Allows the user to search for all calls by specifying keywords. This search can also include the description of the calls, any subsequent comments made by the user, or any answers provided by Bluecom.

D. Allows the user to filter a call by:

- By service
- By Type, e.g. Bug, System Issue, Information Request
- By the user who logged the call
- By importance
- By Status

E. Is the output of the search/filter

To log a new call please click on the NEW button whereby you will see the following screen



Please note the following:

- **Service** – In the majority of cases the customer will be purchasing a Tracking Service. However in some circumstances Bluecom have been requested to support additional services as part of their Bluecom solution. In most cases the default service will be sufficient.

- **Products** – Please select the most appropriate Product from the pull down menu that relates to the call that is being reported. Please note additional information can then be added in the description area.

- **Type** – Please select one of the following:

  ⇒ Log an issue - Any error code displayed unexpected behaviour or any sequence of events which the user understands to be an error.
  ⇒ Information – not to be used

⇒ Request – for help, advice on how to use the system, any enhancement suggestions, etc.

- **User -** automatically populated with the name of the user who logged in.
- **Importance –** to be defined by the user: High/Medium/Low.
- **Status –** A status of new call is ‘Open’ by default,
- **Subject -** To be defined by the user
- **Details -** Requires a full description of the “Type” being reported. Bluecom requires significant information to allow them to identify with the call.
- **Upload File –** The user has the option to upload files, for example, screen shots of errors

To View an Existing Support Call

1. Go to the Main Page

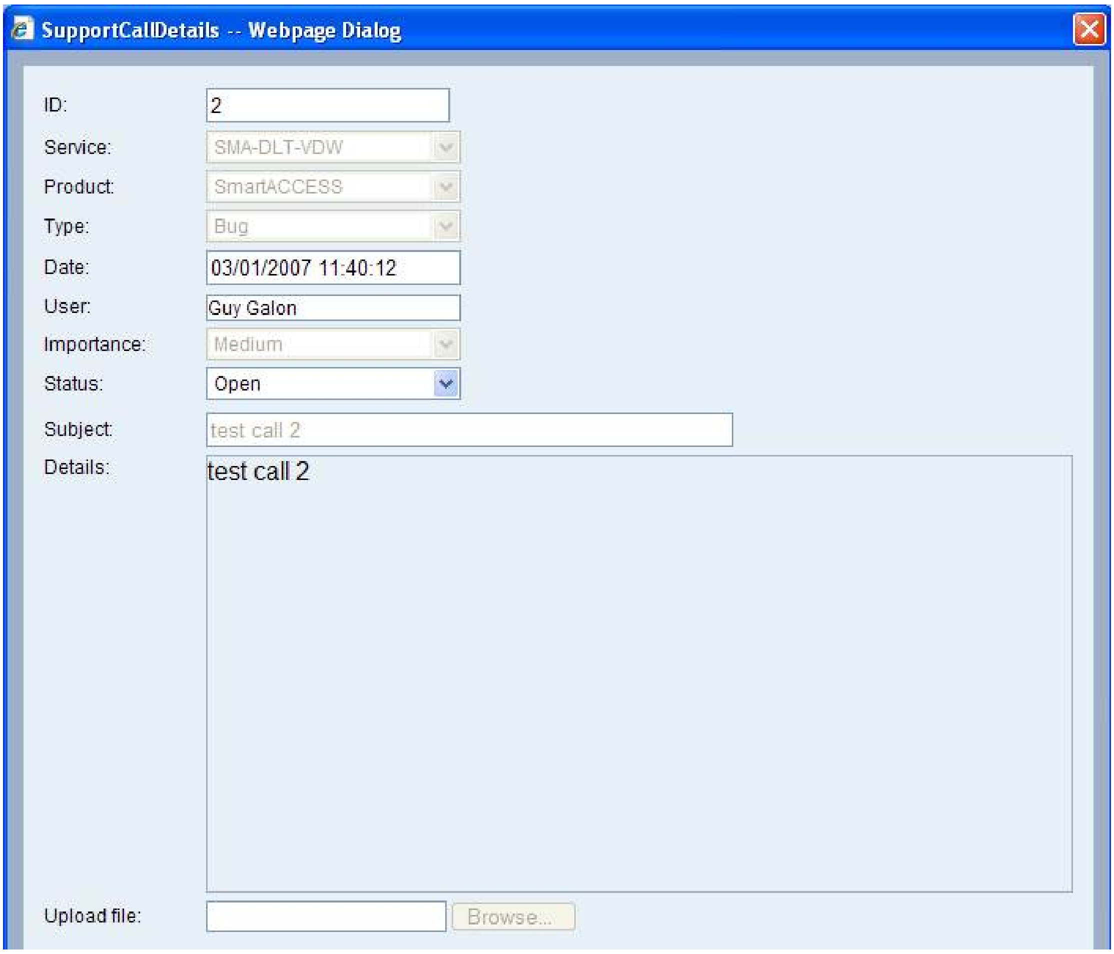
2. Please select a call from the list using on of the methods described on Page 3.

   It is also possible to select a call made by a different user on the same account.

3. Select the ‘View’ button.

4. The following dialog is opened with the call details.

   The user cannot modify the call details using this dialog besides changing the status of the call (either to ‘Abandoned’ Or ‘Closed’).



To Add Comments to an Existing Call

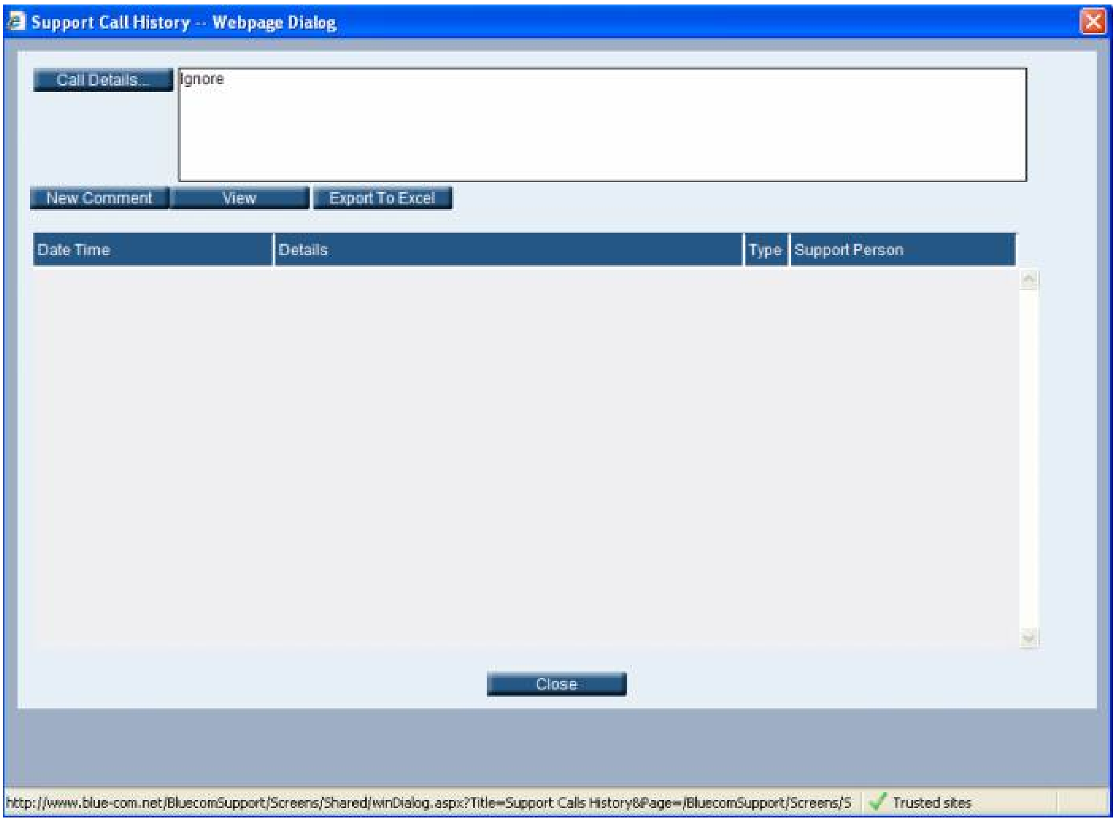
1. Go to the Main Page

2. Please select a call from the list using on of the methods described on Page 3.

   It is also possible to select a call made by a different user on the same account.

3. Select the ‘History’ button.

4. The following dialog is opened providing the user with the entire customer’s documentation relating to the call.



5. The user can:
   - View each comment separately by selecting the record from the list (with Type ‘Comment’) and selecting the ‘View ’ button
   - Add a new comment (‘New Comment’ button).
   - Export to Excel.

To View Responses made by Bluecom Support

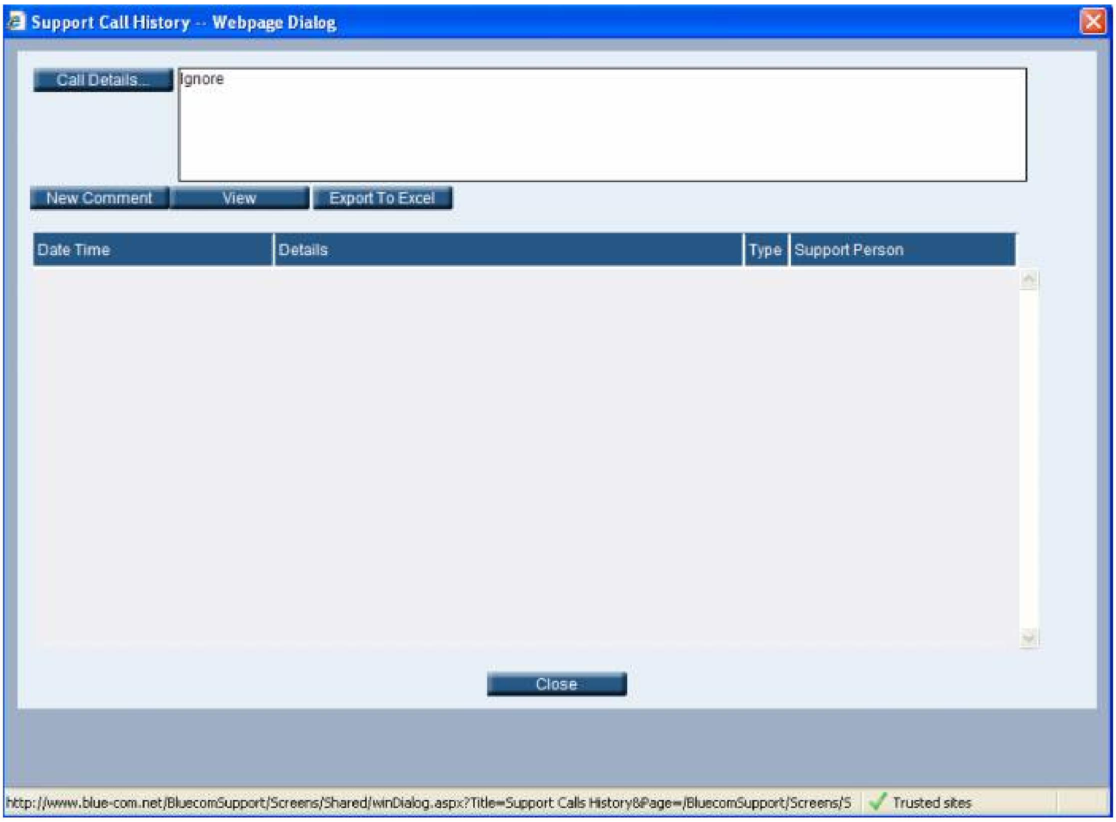
1. Go to the Main Page

2. Please select a call from the list using on of the methods described on Page 3.

   It is also possible to select a call made by a different user on the same account.

3. Select the 'History' button.

4. The following dialog (same as dialog is used to list comments made by the user and responses from Bluecom) is opened providing the user with all the Bluecom's documentation relating to the call.



5. The user can view each answer separately by selecting a record from the list (with Type 'Answer') and selecting 'View 'button.

Please note, each time Bluecom adds a responds to a support call, the response is automatically emailed to the user who logged the call.