



Databridge Customer Support System User Guide



Introduction of Databridge Customer Support System

Databridge Customer Support System is a comprehensive customer support management software that provides help desk agents, account managers and customer, an integrated console to monitor and maintain the customer accounts and track the support requests from the customers. This system plays an important part in providing a quality of services and will be offered as a value added services for Databridge customer.

Aligned with our company motto "*The Systematic Approach*", Databridge Customer Support System will surely bring the superior customer support and taking customer satisfaction to the next level.

Databridge Customer Support System is a single point of contact for clients who need help. To make the process of reporting the issues to the customer support team easier, **Databridge Customer Support System** provides you an access to the Self-Service Portal where you can log your complaints and issues online with the help of a web-based form. Once you have filed your issue, it gets listed in your request view page, where you can keep track of the logged issue. You can also update your personal information using the Self-Service Portal.

This manual should be able to guide user on how to login to Databridge Customer Support, create a request, updating the user details and also viewing the solutions from our very own knowledgebase.

In the Self-Service Portal, you will be able to access the following modules:

Requests:

You can create a new request and view the same. Also all the requests that you have raised till date will be saved in your requests module for future references.

Solutions:

From the solutions knowledge base that has been developed and maintained by your IT help desk team, you can search for solutions for the issue that you are currently facing. If you do not find any solution for the problem at hand, then you can post your issue as a request to the help desk team.

My Details:

You can view and edit your account details including your password. This updated information will be displayed whenever your information is requested. In addition to this, you will also be able to see check the "presence" of the customer support reps; that is, you can know which customer support personnel is currently available for you to contact him/her immediately.

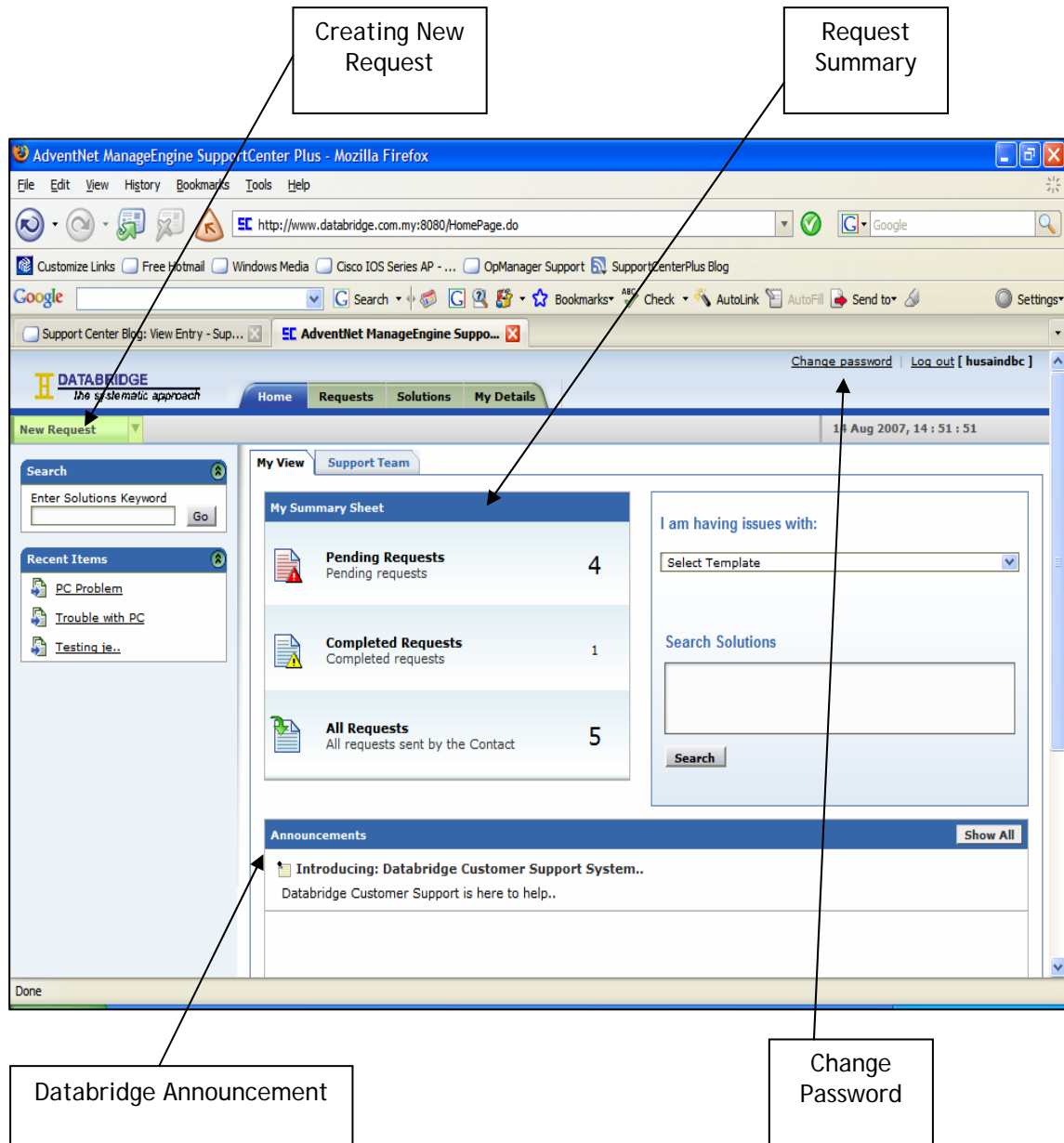
Login to the system:

In order to login, make sure that the Username and Password already provided by Databridge.

1. Go to www.databridge.com.my
2. Enter the Username and Password in the provided fields
3. Upon successful login, you will be forwarded to the Support Portal main page.



Databridge Customer Support Main Page:



General Operations:

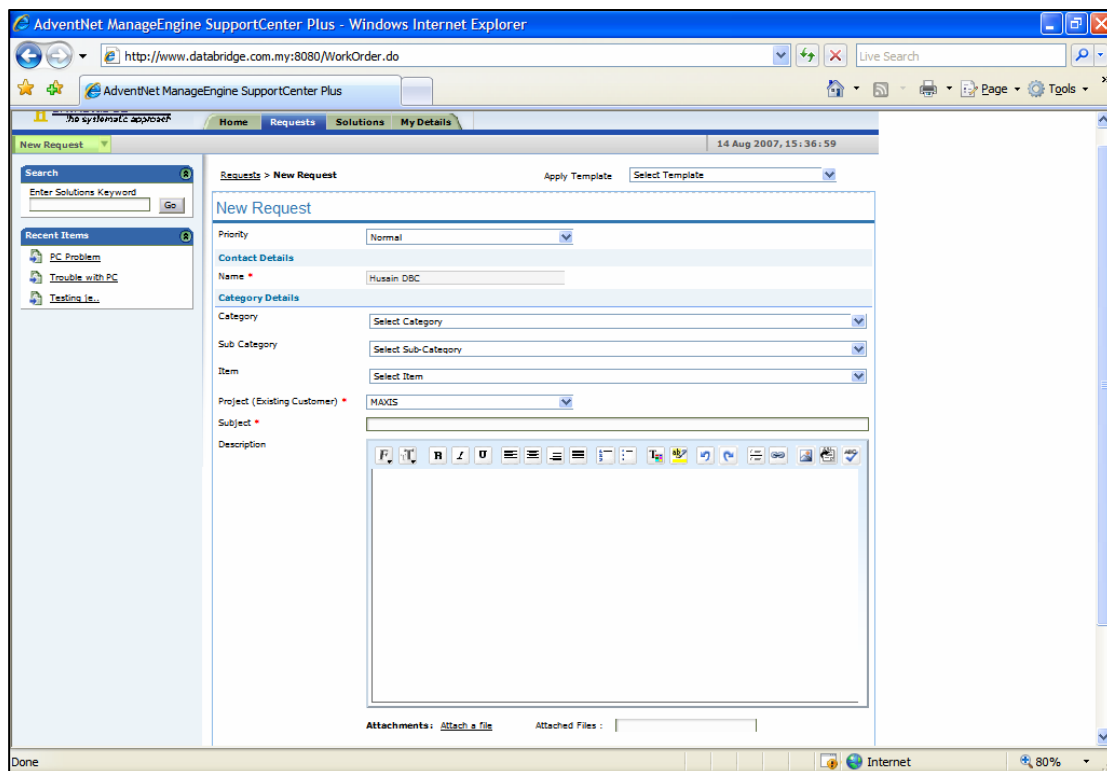
1. Requests

Databridge Customer Support System provides you a Self-Service Portal with the request module. Here, you can create new requests to post your concerns and issues to the customer support team. You can also view the request that you have posted and keep track of its status. Once the request is closed, you can view the same in the closed requests. You can create request, adding notes to the request, printing the request and also viewing the history, resolution and reply to the request.

Creating New Request

When you need a service or support from the IT help desk team, send a request to the team by following the below steps:

1. Login to the system.
2. Click on the "New Request" button.
3. Fill in all the required information to the fields given on the request form.
4. After finalizing the information, click "Add request" to submit.

The image shows a screenshot of a web browser window displaying the 'New Request' form in the Databridge Customer Support System. The browser is Internet Explorer, and the address bar shows 'http://www.databridge.com.my:8080/WorkOrder.do'. The page title is 'AdventNet ManageEngine SupportCenter Plus'. The form is titled 'New Request' and is located under the 'Requests > New Request' breadcrumb. The form fields include: Priority (Normal), Contact Details (Name: Hussain DBC), Category Details (Category, Sub-Category, Item), Project (Existing Customer) (MAXIS), Subject, and Description (a rich text editor). There is an 'Attachments' section at the bottom with an 'Attach a file' button. The page is dated '14 Aug 2007, 15:36:59'.

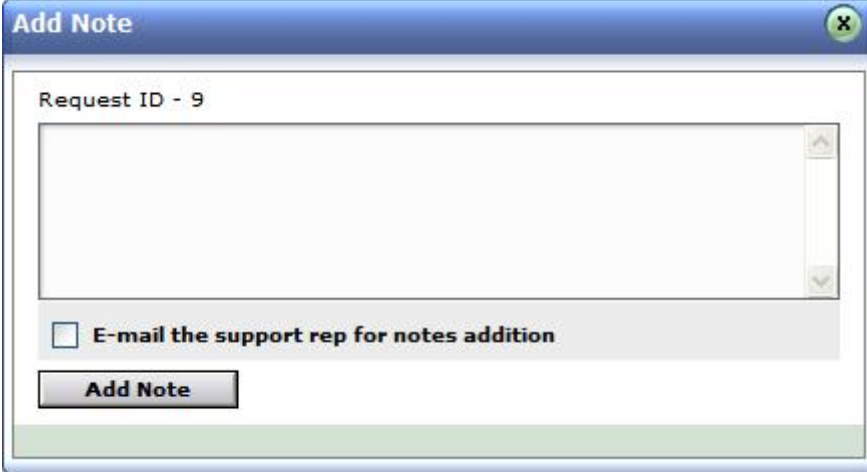
Request Form

Adding Notes

After posting a request, if you want to add additional information about the request, use **Add Notes**.

To add a note to a request:

1. Click the **Request** tab in the header pane.
2. Click the **Title** of the request to which you would like to add a note.
3. In the **View Request** page, on the right side **Action** block, click the **Add Notes** link. The **Add Notes** pop-up window is displayed as below:



The screenshot shows a pop-up window titled "Add Note". At the top left of the window, it says "Request ID - 9". Below this is a large, empty text area for entering the note. Underneath the text area is a checkbox with the label "E-mail the support rep for notes addition". At the bottom of the window is a button labeled "Add Note".

4. Enter your content in the text box below the **Request ID**.
5. If you wish to notify the support rep in-charge of your request about the addition of the note, and then select the check box **E-mail the support rep for notes addition**.
6. Click **Add Note**. The note is added at the bottom of the request along with a date and time stamp. Your name is also displayed.

Printing the Request

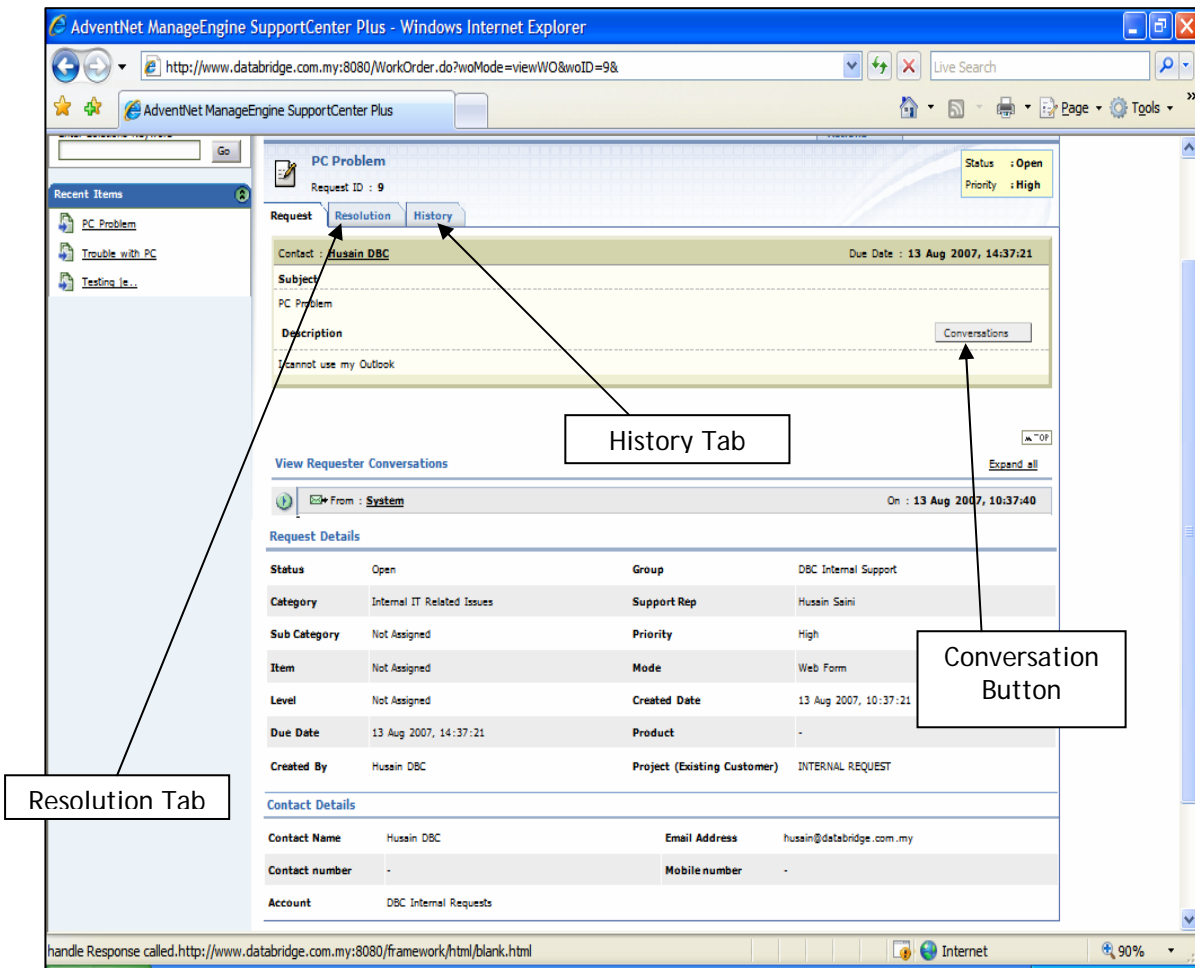
To print a request:

1. Log in to the Databridge Customer Support application using your user name and password.
2. Click the **Request** tab in the header pane.
3. Click the **Title** of the request that you want to print.
4. Click the **Print Preview** link on the right side **Tasks** block. The print preview of the request is opened in a pop-up window.
5. Click the **Print** menu item from the browser **File** menu list.
6. The default printer associated with your workstation is invoked. Set the required options and click **OK**. You can collect the printed copy of the request at the printer that is linked to your workstation.

Viewing the Request

Follow the steps given below to view a request available in the Databridge Customer Support Request module:

1. Click the **Request** tab in the header pane. The next page lists all the **Open** requests available in the SupportCenter Plus application. If there are any requests that have not been assigned any support rep then they will appear in bold font.
2. Click the **Title** of the request that you want to view. This opens the **View Request** page.
3. The request header has the request ID, category of the request, level, its status, and priority. Then the contact name, due date, request summary, and request description are displayed. Below this, the request details containing mode of request, support rep attending to the request, created date, and due date are displayed. Finally, the contact details are displayed below the request details block. If there are any attachments to request, click on the file that is attached to view the same.
4. Click the **Resolution** tab to view the resolution for the request.
5. To view the history of the request, click the **History** tab.



Request View

2. My Details

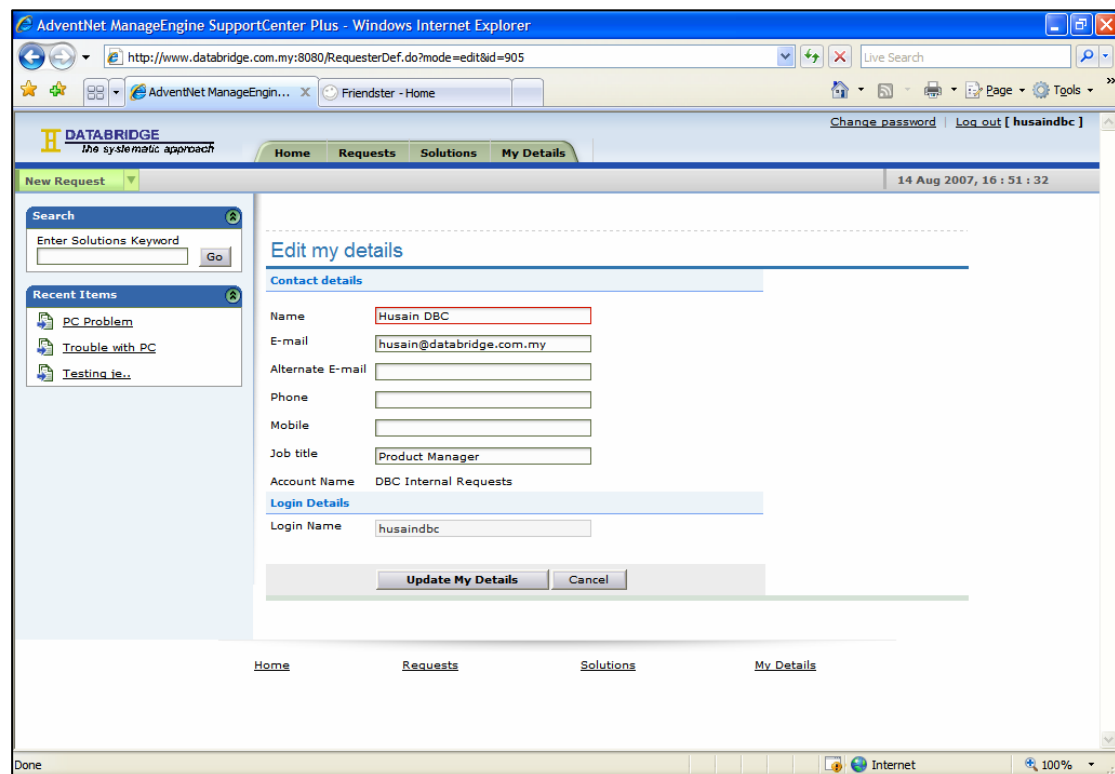
When creating your login details in the Databridge Customer Support application, your profile would have some default information. In the **My Details** section of the Self-Service Portal of Databridge Customer Support, you are allowed to modify the information relating to your profile, including the password. This helps you maintain your profile updated with the latest changes. It also gives you the freedom to edit your profile at your will.

Editing My Details

You can edit your details through the Self-Service Portal and need not depend on your customer support team to do the same for you. It enables you to modify your own profile whenever you want and saves considerable time.

To edit your profile:

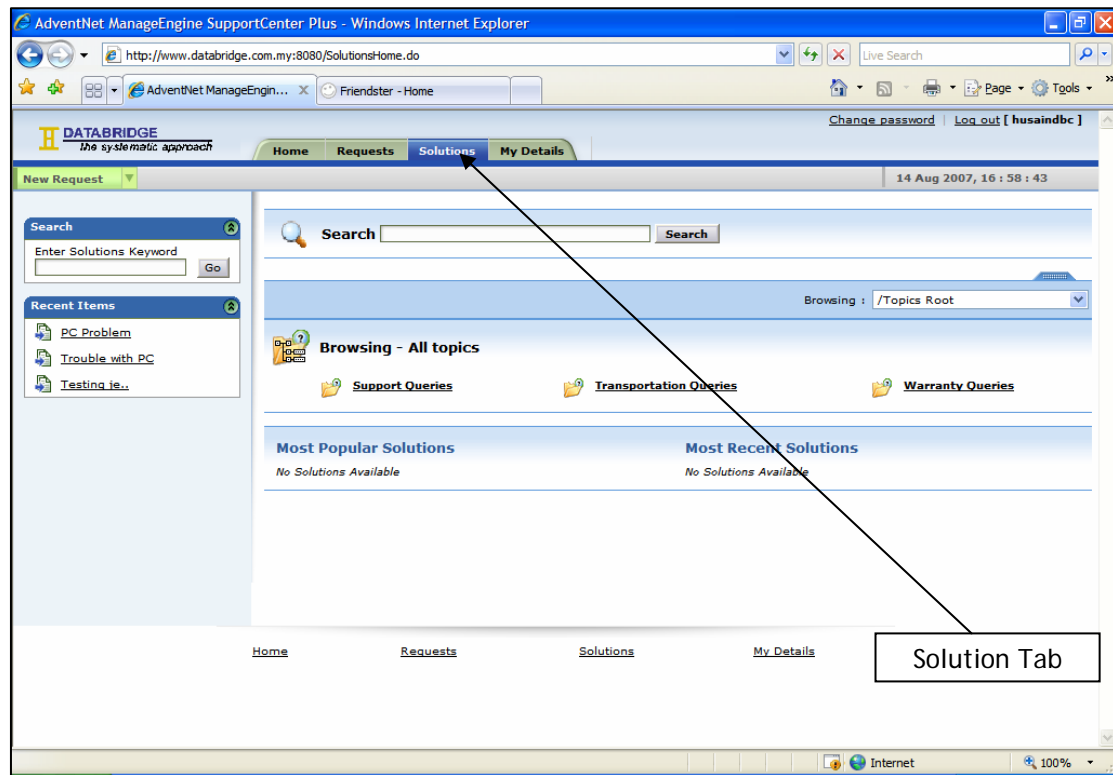
1. Click the **My Details** tab on the header pane.
2. Click the **Edit Contact** button in the center pane. The next page displays user profile as created/edited last time in an editable form.
3. All the fields except the **Login Name** and **Account Name** in this form are editable. Your **name** is a mandatory field in the form. You can choose to the other fields blank.
6. When you are done with the modifications, click **Update My Details**.



Edit My Details View

3. Solutions

Databridge Customer Support System gives a provision for the customer support personnel to add resolutions for all the requests that have been posted. These resolutions can be directly converted to knowledge base articles that are grouped under the solutions head. If your help desk team has already added such knowledge base articles to the solutions section, then you can search for solutions, specific to your problem and fix it. Thus, the solutions module serves as a knowledge base to find solutions for known problems using the keyword-based search.



Solution Tab