

# Instruction Customer Portal

## Customer service desk

Our Customer service desk will take care of your service calls. There are two types of service calls:

- Requests
- Incidents

## Requests

For functional questions, requests for change or requests for consultancy, you make a service call.

- The type of the service call is: Request.

## Incidents

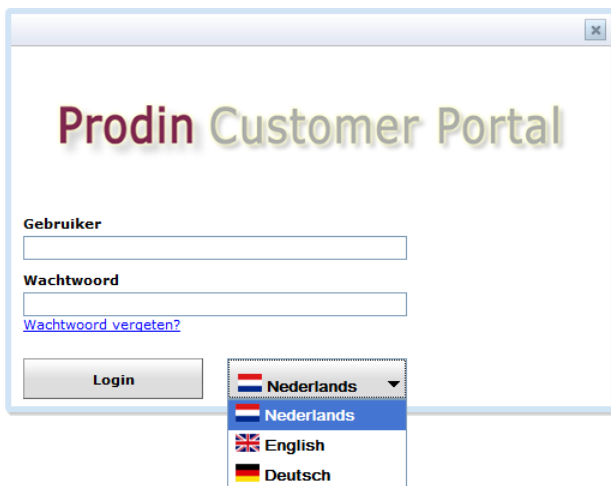
For other problems you make a service call.

- The type of the service call is: Incident.
- If you will fill in all the fields that are required, the service call will be handled within the agreed response time.

## Login

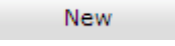
Go to <http://www.prodin.nl/portal/>

Change the Language




## How to make a new service call

After you have logged on, you will see the outstanding service calls for your organization. You can sort the data by clicking on the column.

To create a new service call click on the  button. You automatically get a new call number.

Call	Date	Description	Type	Prio	Registered by	Status
27616	14/10/13	We wa... a changes at our invoices	Request	2	darren.bate	Planned (Servicedesk)
27614	14/10/13	There is not a connection to stratix	Incident	3	elise.van.maarschalk	Customer Action (Servicedesk)

Enter all the information in the applicable fields. At the Call Details you can fill in a short description. For the additional information, you can use the Notes at the tab .

Overview
Save

### Tata Steel Distribution and Building Systems The Steelpark

**Call details**

Callno.	28344 - To be approved (Servicedesk)	Reported 12/11/13 / 12:40 / darren.bate
Contact	Andy Clay (M) (+44 7850 324 391)	
Service item	StreamServe	
Call type	Incident	
Description	The printers stopped	
Priority	2 High	

**Stratix data**

Stratix login	all	Reproducible	<input type="radio"/> Yes <input checked="" type="radio"/> No
Site		User being blocked	<input checked="" type="radio"/> Yes <input type="radio"/> No
Problem since	12/11/13	Business process stopped	<input checked="" type="radio"/> Yes <input type="radio"/> No

Notes File

New
Delete

Created by	Date	Description	Notes

### Explanation Call details:

Service item: Click on the dropdown menu and select the configuration item applicable. Only the configuration items as agreed (see your SLA) are projected.

Call type: Incident or Request

Priority: According the Service Level Agreement

### Explanation Notes

For the additional information, you can use the Notes at the tab Notes.

Once you have clicked the New button, you see in the left column by whom the Note is created and when.

In the right column you see the full note. Here you can enter the additional information.

Notes
File

New
Delete

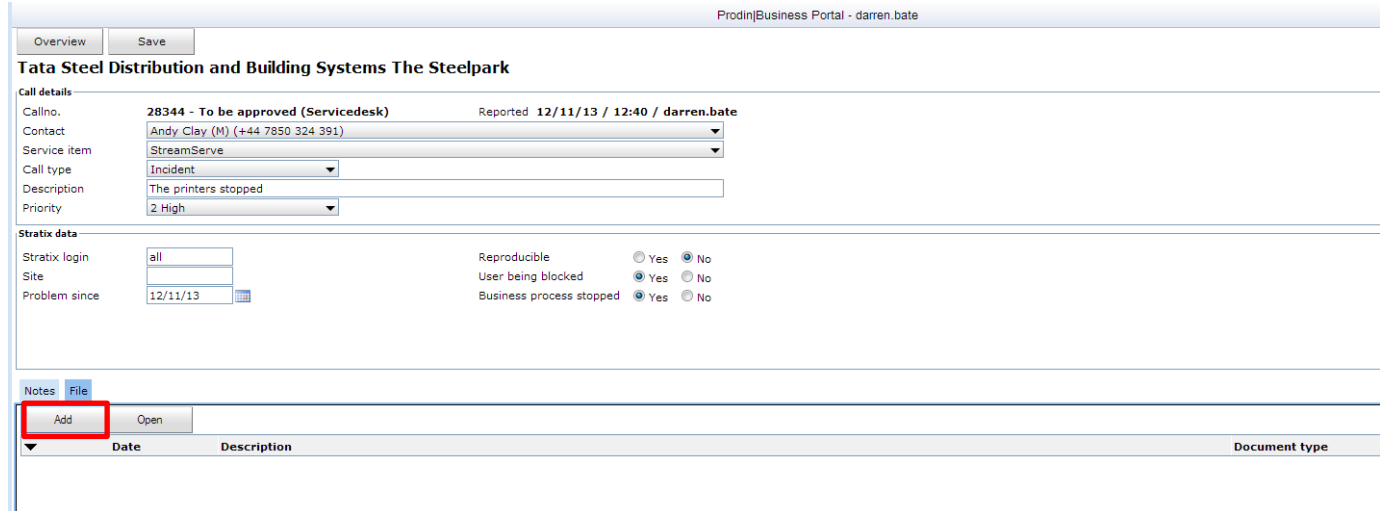
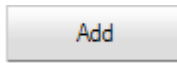
Created by	Date	Description	Notes
darren.bate	12/11/13 13:26	We can't print the invoices. Please take a look	We can't print the invoices. Please take a look as soon as possible

### Explanation File

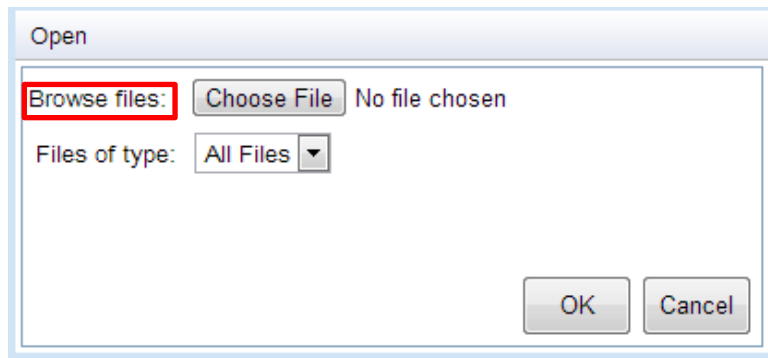
In the File you can attach the documents that are related to the service call.

Use the tab **File**.

and then use the button

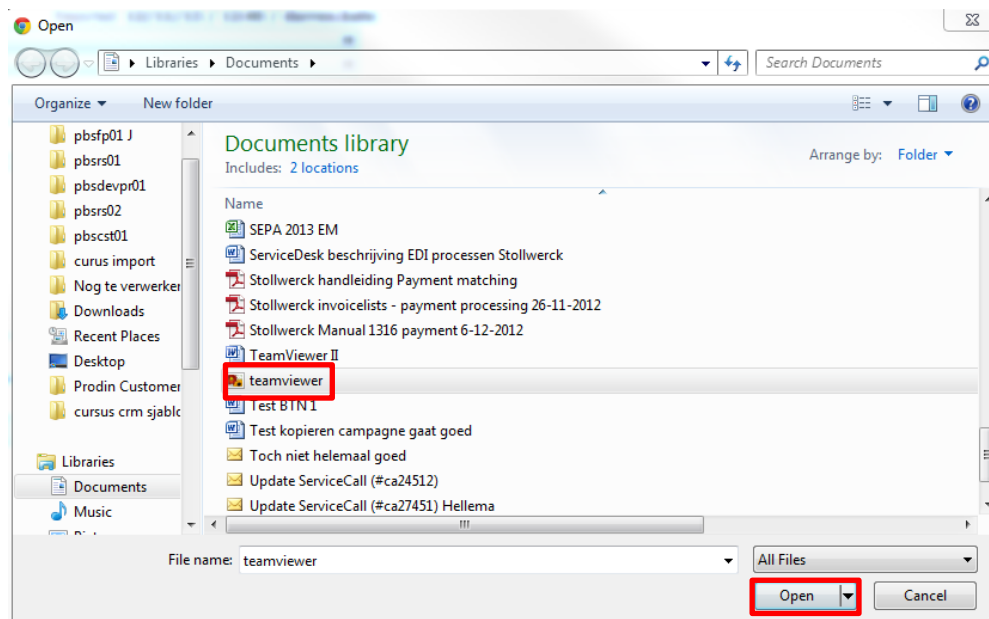


The following pop-up appears, you can Browse with the option "Browse files: Choose File".

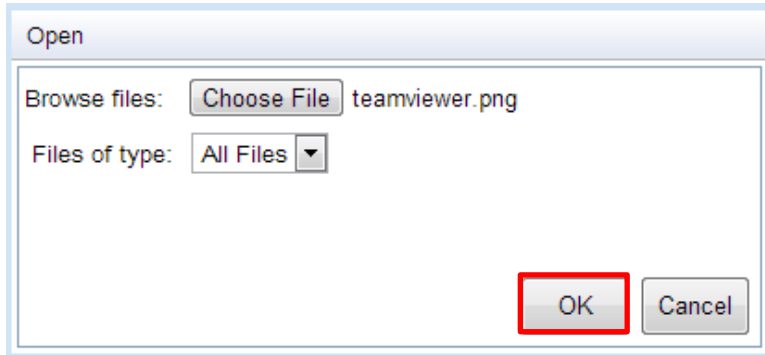


A windows explorer window will open.

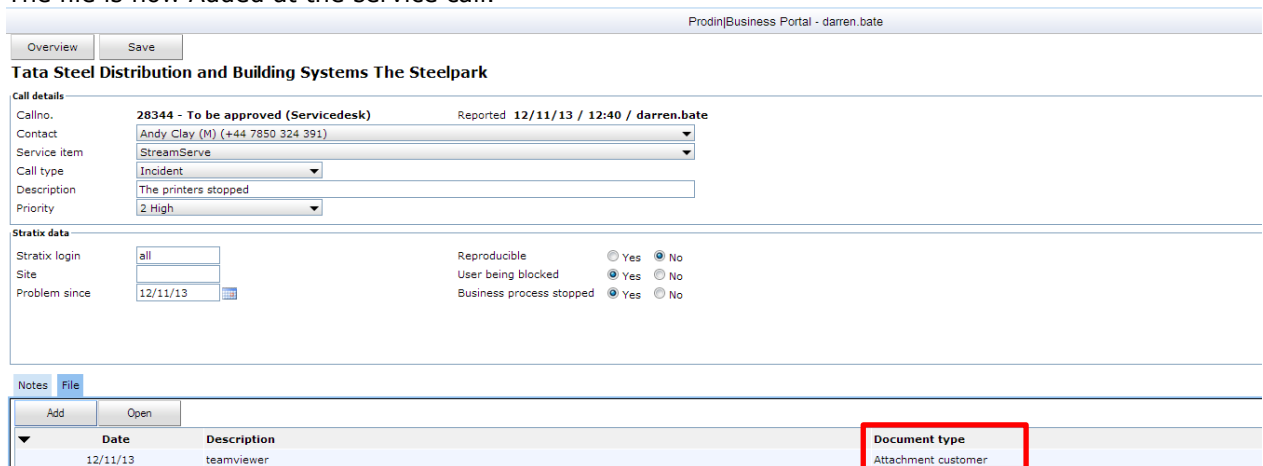
Select the file and click Open. For example the file "teamviewer".



Then click on the OK button.

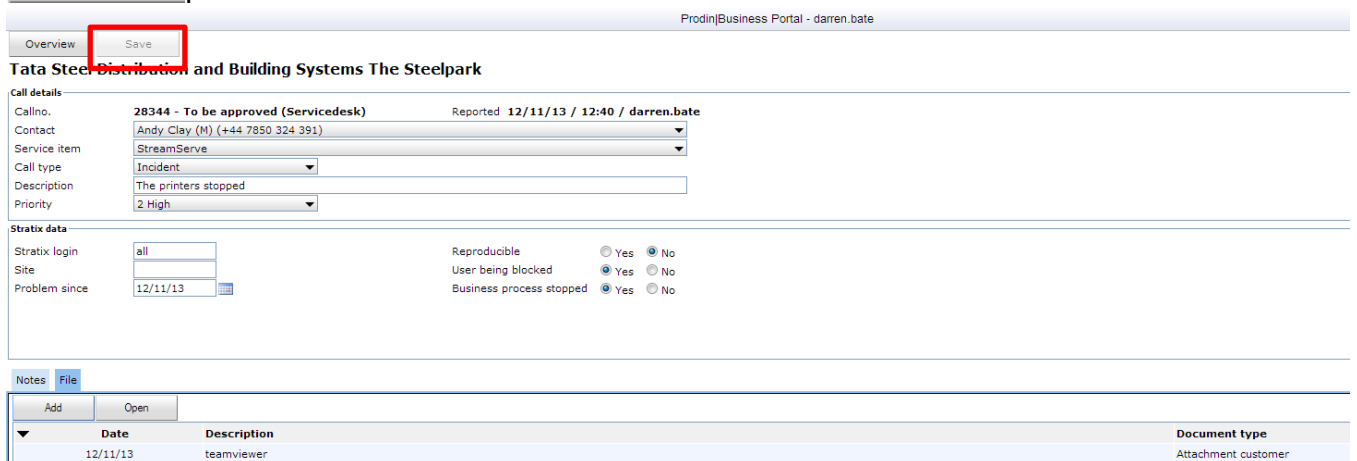
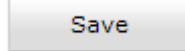


The file is now Added at the service call.



### How to save the Service call

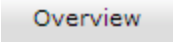
After you have completed your service call you have to Save the call with the button



The service desk will now see your service call. The Call status is "to be approved (Service desk)".

When your service call is being reviewed by our Service desk the status will be automatically changed into "Planned (Service desk)".

You can always follow the progress of you service call. In case you have any additional information you can add this information to your call

With the button , you go back to the first screen. You are back in the overview screen with all open calls from your organization.

Prodin|Business Portal - darren.bate

**Overview** Save

### Tata Steel Distribution and Building Systems The Steelpark

**Call details**

Callno. **28344 - To be approved (ServiceDesk)** Reported **12/11/13 / 12:40 / darren.bate**

Contact **Andy Clay (M) (+44 7850 324 391)**

Service item **StreamServe**

Call type **Incident**

Description **The printers stopped**

Priority **2 High**

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**Stratix data**

Stratix login  Reproducible  Yes  No

Site  User being blocked  Yes  No

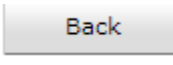
Problem since  Business process stopped  Yes  No

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Notes **File**

Add Open

Date	Description	Document type
12/11/13	teamviewer	Attachment customer

With the button , you will be logged off.

Prodin|Business Portal - darren.bate

**Back** Refresh New Excel Customer

Tata Steel Distribution and Building Systems The Steelpark Status  Open  Closed

Call	Date	Description	Type	Prio	Registered by	Status
28344	12/11/13	The printers stopped	Incident	2	darren.bate	To be approved (ServiceDesk)
27616	14/10/13	We want a changes at our invoices	Request	2	darren.bate	Planned (ServiceDesk)
27614	14/10/13	There is not a connection to stratix	Incident	3	elise.van.maarschalk	Customer Action (ServiceDesk)