



Ticket Tool Overview

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Gigaset pro Ticket Tool

Supporting The End Customer – Escalation Process



Gigaset pro Authorised Partner



- Provides 1st Line Support service to their End Customer
- The Partner is Trained on the product sets which they supply
- Refer to WiKi and training collateral for solutions to Customer enquiries
- Can raise a support ticket on the Distributor
 - Login via the Partner Portal – <http://Partner.GigasetPro.co.uk>
 - Navigate to **Service** → **Raise a support ticket**
 - Select the **Distributor** from which you purchased the product
 - Complete full details of the nature of the enquiry. Provide attachments if necessary (eg WireShark trace). If complex then provide full details of all equipments involved together with IP addresses, description of the call flow, what symptoms you observe as opposed to what you expect to see happening etc.
- Partner will be updated via eMail with Ticket progress



Gigaset pro Distribution Partner

1. Supporting Gigaset pro **Authorised** Partners

- Provides 2nd Line Support to Authorised Partners via the Ticket Tool
- Must communicate with the Partner via the Ticket Tool for visible audit trail purposes
- Refer to WiKi and training collateral for solutions to Partner enquiries
- Will receive eMail notification for new or updated Tickets with link to specific Ticket
 - Click to **View All** cases
 - Click on the specific Case Number to view it
 - Edit and change status from **New** to **In Progress Distributor**
 - Click to **Add Comments** back to the Reseller (whom is notified via eMail of update to ticket)
 - If necessary can change status to **Forward to Gigaset** for 3rd Line Support by Gigaset pro UK
 - **Close Ticket** when resolved

- If necessary can raise a new support ticket on Gigaset for 3rd line support
- Login via the link <http://myportal.pro.gigaset.com/uk>
 - Create new ticket
 - Change status to **Forward to Gigaset**
 - Enter the **Contact Name** (provides a look-up for Authorised Partner)
 - Complete full details of the nature of the enquiry. Provide attachments if necessary (eg WireShark trace). If complex then provide full details of all equipments involved together with IP addresses, description of the call flow, what symptoms you observe as opposed to what you expect to see happening etc.
- Distributor will be updated via eMail with Ticket progress
 - **Close ticket** when resolved



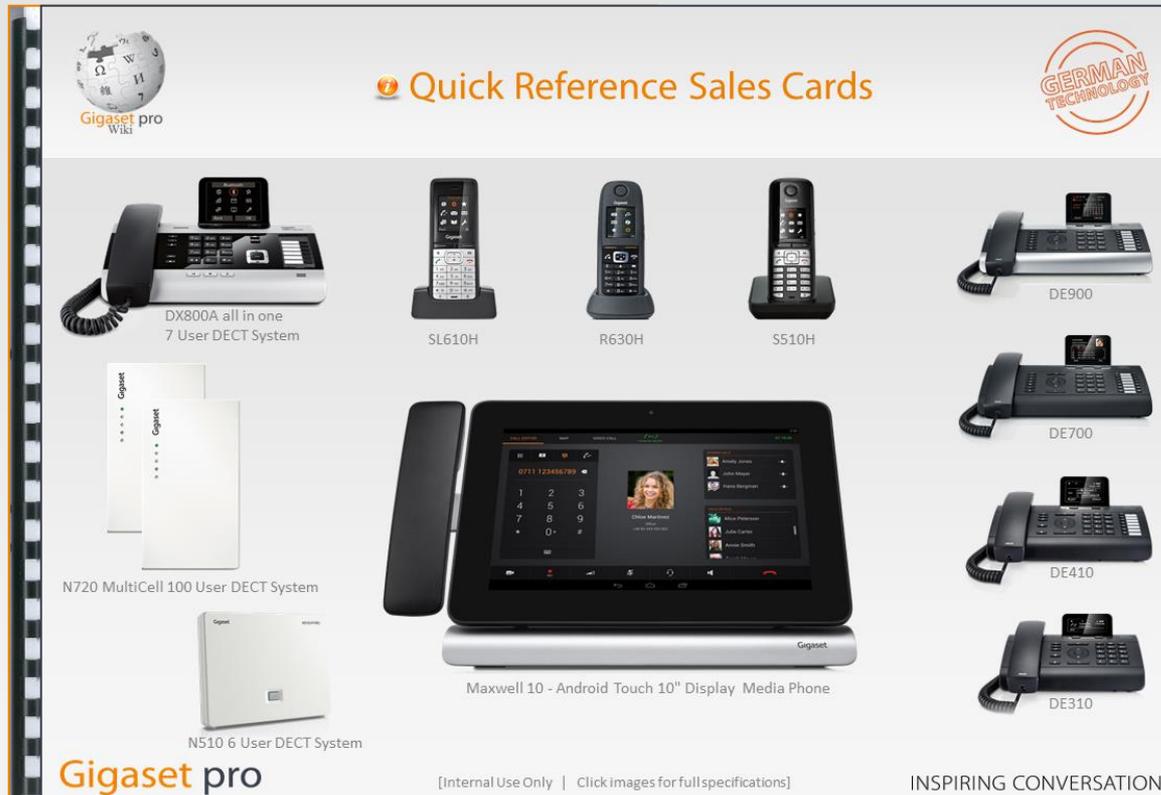
Gigaset pro Distribution Partner

2. Supporting Gigaset pro **Non-Authorised** Resellers

- Provides 2nd Line Support to Non-Authorised Resellers
- Communicate to Reseller via own, existing methods
- Refer to WiKi and training collateral for solutions to Reseller enquiries

- If necessary can raise a new support ticket on Gigaset for 3rd line support
- Login via the link <http://myportal.pro.gigaset.com/uk>
 - Create new ticket
 - Change status to **Forward to Gigaset**
 - Complete full details of the nature of the enquiry. Provide attachments if necessary (eg WireShark trace). If complex then provide full details of all equipments involved together with IP addresses, description of the call flow, what symptoms you observe as opposed to what you expect to see happening etc.
- Distributor will be updated via eMail with Ticket progress
 - **Close ticket** when resolved

Quick Reference Sales Cards (for internal use only)



Quick Reference Sales Cards

Gigaset pro Wiki

GERMAN TECHNOLOGY

DX800A all in one 7 User DECT System

SL610H

R630H

S510H

DE900

DE700

DE410

DE310

N720 MultiCell 100 User DECT System

N510 6 User DECT System

Maxwell 10 - Android Touch 10" Display Media Phone

Gigaset pro

[Internal Use Only | Click images for full specifications]

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- Available on request



A valuable resource ~ the online WiKi

wiki.gigasetpro.co.uk



Quick Links:



Datasheets



Manuals



Interoperability



Firmware / Release Notes



AutoProvisioning



Support (Ticket Tool, Training, RMA>Returns)



Helping you to do business

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