



# Ticket Tool Overview

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Gigaset

pro

Partner  
Programme



Gigaset pro

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# Gigaset pro Ticket Tool

## Supporting The End Customer – Escalation Process



## Gigaset pro Authorised Partner



- Provides 1<sup>st</sup> 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 2<sup>nd</sup> 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 3<sup>rd</sup> Line Support by Gigaset pro UK
  - **Close Ticket** when resolved
  
- If necessary can raise a new support ticket on Gigaset for 3<sup>rd</sup> 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

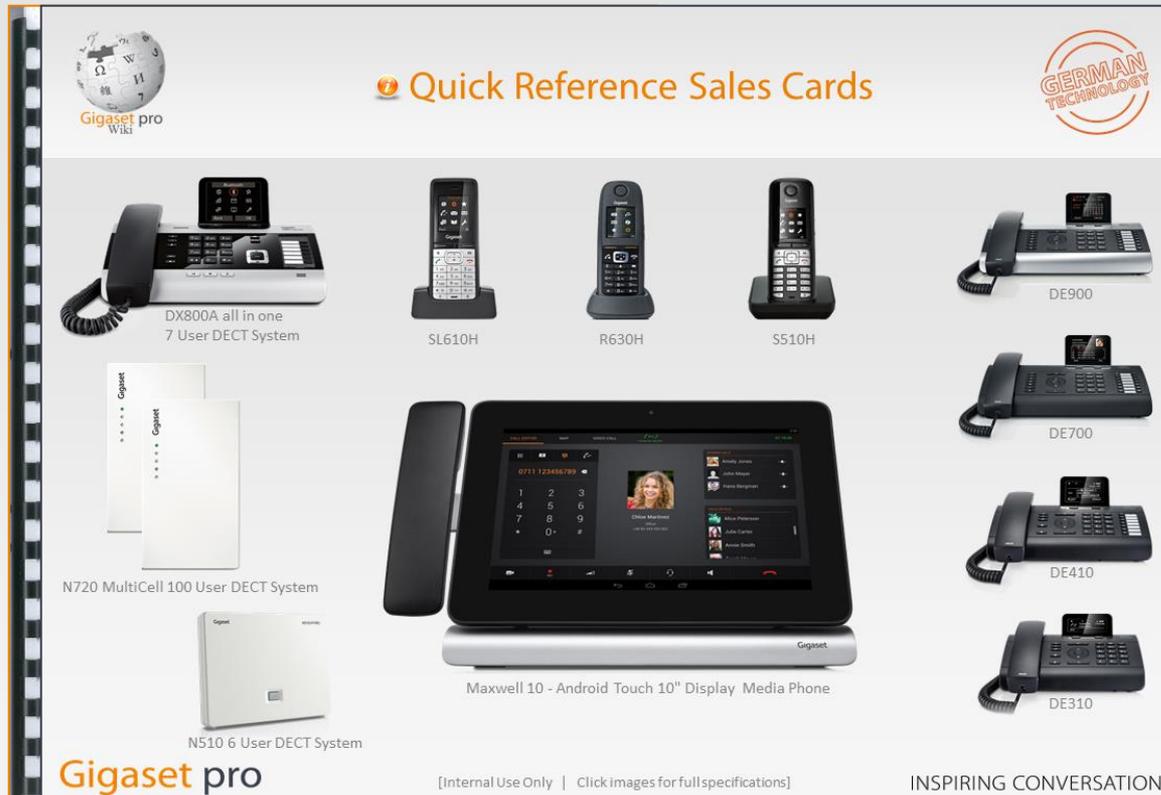


# Gigaset pro Distribution Partner

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

- Provides 2<sup>nd</sup> 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 3<sup>rd</sup> 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)



**Gigaset pro** Wiki

**GERMAN TECHNOLOGY**

**Quick Reference Sales Cards**

**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

Last updated 2014-05-15

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