

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 disruptions 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.

How to log on to the Customer Portal

Go to www.prodin.nl tab "klant login"



How to make a new service call

After you have logged on, you will see the outstanding service calls of your organization.

With the button 'New' you can add a new service call.

The screenshot shows the 'Call per customer' application interface. At the top, there is a menu bar with 'File', 'Record', 'Edit', and 'Help'. Below the menu bar, there are navigation icons. The main area is divided into several sections:

- Customer:** Tata Steel Distribution and Building System...
- Status calls:** Open calls (selected), All calls
- Reportdate:** Go, Until
- Table:** A table with columns: Reportdate, Reportno., Status, Description, Reported by, Configuration item, Prio, Type report. It contains two rows of data.
- Call details:** A section with various input fields and dropdown menus for call information.
- Notes:** A section for adding notes to the call.

A black arrow points to a blue 'New' button located to the left of the table.

After that you will see a new line with a new call number.

The screenshot shows the 'Call per customer' application interface after a new call has been added. The table now contains three rows of data. A black arrow points to the new entry at the bottom of the table.

Reportdate	Reportno.	Status	Description	Reported by	Configuration item	Prio	Type report
31/05/11 10:17	10107	In progress (servicedesk)	Tag inquiry on vendor ID	phil.baker	Stratix	3	Incident
31/05/11 10:17	10108	solved (servicedesk)	Streamserve problems	phil.baker	StreamServe	2	Incident
31/05/11 10:25	10110	To be approved (servicedesk)		phil.baker			Incident

Under Call details you can provide us all the relevant information.

Call number: 10110 Reported 31/05/11 / 10:25 / phil.baker
Status: To be approved (servicedesk)

Call details
Customer: Tata Steel Distribution and Building
Contact: Phil Baker (M)
Configuration item: Stratix
Call Type: Incident
Description: Tag inquiry vendor
Priority: 3 Medium

Stratix data
Stratix login: stratix 123
user being blocked? Yes No
Business process stopp... Yes No
Branch:
Problem Since: 31/05/11
Recreated: Yes No

Configuration 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.

Notes and files

In Notes you can give us a detailed description of the problem.

In the Archive you can attach the documents that are related to the service call with the button New.

Created by	Date	Description
phil.baker	31/05/11 10:17	note: please contact me

How to save the service call

After you have completed your service call you can save the call with the button 'Save'.

The screenshot displays the 'Call per customer' application. The main window shows a list of service calls with columns for Reportdate, Reportno., Status, Description, Reported by, Configuration item, Prio, and Type report. The status of call 10110 is 'To be approved (servicedesk)'. Below the list, the 'Call details' section shows information for call 10110, including customer name 'Tata Steel Distribution and Building', contact 'Phil Baker (M)', configuration item 'Stratix', call type 'Incident', description 'Tag inquiry vendor', and priority '3 Medium'. The 'Stratix data' section includes fields for login, blocked status, business process stoppage, branch, problem since date, and recreated status. A 'Notes' window is open on the right side of the interface.

After that the status of the call will be 'to be approved' by the Service desk.

When your service call is being reconsidered by our Service desk the status will be automatically changed into 'In progress'.

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 (see also: Request Status of existing service calls).