



User Manual

BRAINS II



May 2013

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Introduction to ^BSMARTLINK

^BSMARTLINK is a web-based program that will allow customers to:

- **Open** new service calls,
- **Inquire** on all Open calls,
- **Inquire** on Past service calls,
- **Escalate** to Brains II on any open calls

^BSMARTLINK is a secure application allowing customers to inquire, escalate and action calls that belong to them. A Username and Password for individual or group permission needs to be assigned to gain access to the ^BSMARTLINK website. The security for each customer is determined in the initial account profile set up, and only your designated and authorized personal will have access.

Location of ^BSMARTLINK

To protect the integrity of your company's data ^BSMARTLINK is a secured site, giving you the highest level of protection possible for all your Internet communications.

<http://eservices.brainsii.com/>

^BSMARTLINK Access Hours

^BSMARTLINK will accept calls 24 hours a day, 7 days a week.

For any urgent calls or escalations after 5:00pm and to 8:30am EST Monday-Friday, please call the Brains II Customer Help Desk at 1-888-BRAINS2 (1-888-272-4672)

Using B SMARTLINK

Log In

ASTEA Alliance [Ver 10.4.0.1]

Brains II B SMARTLINK

First Time User? [REGISTER NOW](#)

Customer Login

User ID:

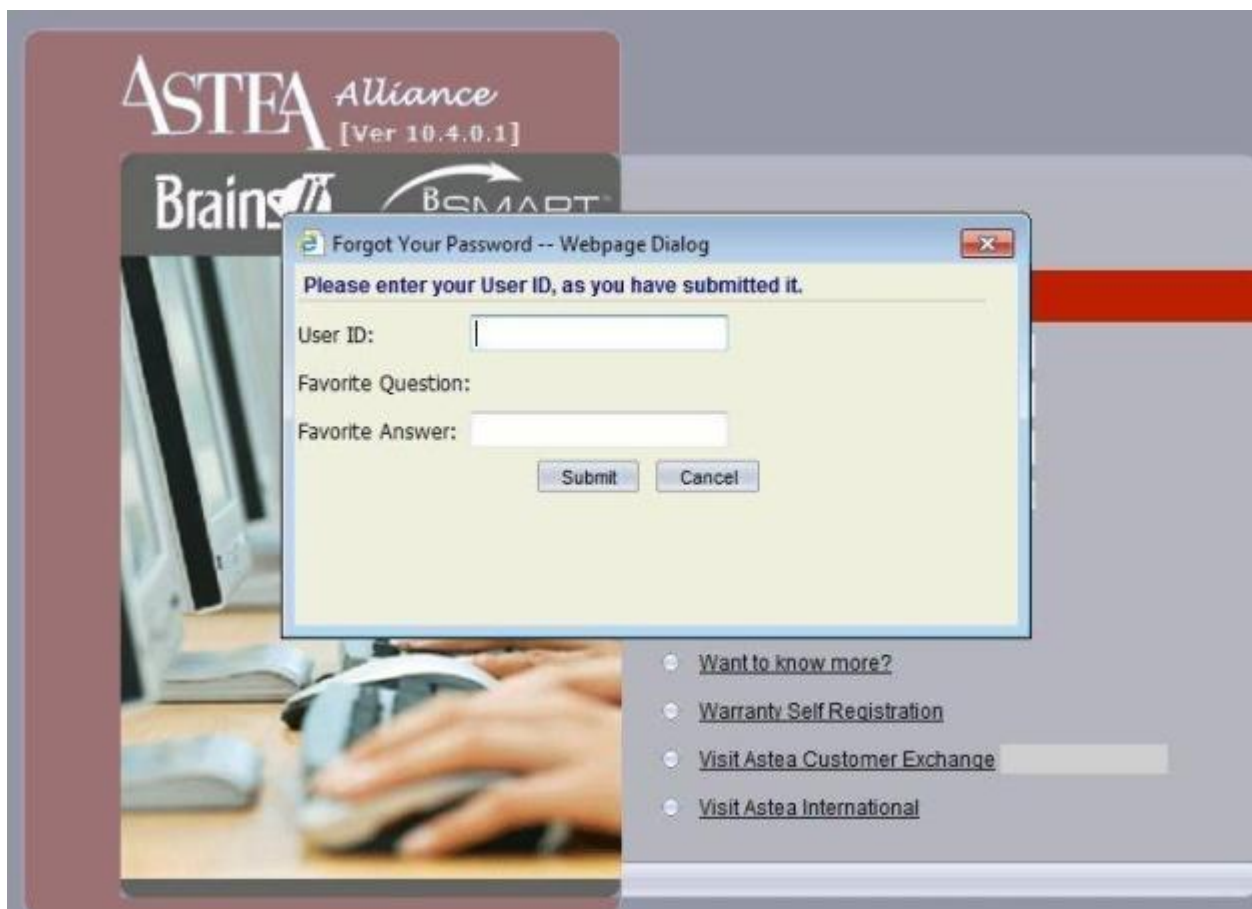
Password:

Profile:

- [Forgot your password?](#)
- [Want to know more?](#)
- [Warranty Self Registration](#)
- [Visit Astea Customer Exchange](#)
- [Visit Astea International](#)

Label	Action
User ID – Case Sensitive	Enter your User ID then tab to the next field, or use your mouse (if you are a current user, using the new portal for the first time, your ID will be the same characters but will be changed to all lowercase, no spaces and is case sensitive, click on forgot password link and answer the favourite question prompt. A return email will be sent with your new password)
Password	Enter your password then click on “Sign in” or hit “Enter” on your keyboard.
Forgot Your Password?	Click on the Forget your Password link if you have forgotten your password.
Want to Know More	Fill out this screen if you want more information on Brains II Services

Forgot Password



Label	Action
Please enter your User ID	Enter your user ID and Favourite Answer then click on "Submit". Your password will be emailed to the email address associated with your user ID.
Want to Know More	Fill out this screen if you want more information on Brains II Services

Want To Know More

Welcome, DB Profile: **Astea_Proto3** Version: **10.4.0.1**

Brains II
REQUEST
INFORMATION

Save And Exit

Fill in the required information
(* marks mandatory fields).

Main
Information

Personal Information		General Information	
First Name: *		Which of our services interest you?	...
Last Name: *		Which describes your department?	...
Company/Organization:		Which describes your title?	...
Phone: *		How many personnel deployed in the field?	...
Email: *		In which field do you work?	...
Company Website:		Which Offering are you interested in?	...
		Which Campaign are you interested in?	...

Comments

Home – My Engagements

Welcome, Anne Stewart Astrea_Proto3 Version: 10.4.0.1

Self Service

My Company Profile New Support Request Service Request History Support Request History Support Request

My Engagements

Request No.: Site ID: Date From: Date To:

58 records found.

Request No.	L	Open D	Open T	Priority	Site ID	Site	Order Type	Status
CS1301180002	3	18/01/2013	11:00	Low	ERN124337-00011		Service Request	Involved
CS1301180002	2	18/01/2013	11:00	Low	ERN124337-00011		Service Request	Credited
CS1301180002	1	18/01/2013	11:00	Low	ERN124337-00011		Service Request	Adjusted
CS1302250003	1	25/02/2013	12:16	Low	ERN124337-00002		Support Request	CDC assigned
CS1303180007	1	18/03/2013	16:42	Low	ERN124337-00005		Service Request	Open
CS1303180006	1	18/03/2013	14:31	Low	ERN124337-00013		Support Request	CDC assigned
CS1303260028	1	26/03/2013	21:16	Low	ERN124337-00002		Service Request	Involved
CS1302250004	1	25/02/2013	13:14	Low	ERN124337-00002		Service Request	Open
CS1304030010	1	03/04/2013	11:37	Low	ERN124337-00002		Support Request	Open

ry Support Request Service Request Export Calendar Personalize

Search Clear More

Order Type	Status	Reference	ETA Date	Severity	Problem Code	Problem Description
Service Request	Open		06/05/2013		No Power	unit has no power, will not boot, tried power supp...
Service Request	Open		03/05/2013	Sev 4	Hard Drive Errors	Please replace hard drive Related Problems: Hard D...
Service Request	Open	IN12284954	02/05/2013	Sev 4	System Won't Boot	Related Problems: System Won't Boot;No Power, when...
Support Request	Open		01/05/2013	Sev 3	Hard Drive Errors	Lenovo M91 model 4518-E4U Wty Valid from 2012-03-1...
Support Request	CDC assigned		01/05/2013		Hard Drive Errors	Lenovo M9a model 4518-E4U Wty Valid from 2012-03-1...
Support Request	Open		30/04/2013	Sev 3	Hard Drive Errors	hard drive noisy
Support Request	Open		30/04/2013		Hard Drive Errors	system will not boot just noise

After signing in to BSMARTLINK you will be taken to the Home Page, My Engagements. From this page you can:

- Open a New Support Request – Open a Service Call
- View Open and Closed Calls – Open and Resolved Support and Service Requests
- View My Company Profile - Customer Number, Name, Company ID and Bill to Address and Phone Number
- View Service and Support Request History
- Export data to Microsoft excel or other type of spreadsheet for reports.

New Support Request – Open a Service Call

From the Home page click on the tab “New Support Request” on the toolbar. The screen below will enter and your Customer Name, ID and Phone number will automatically populate.

Automatically Populated Fields:	
Date Opened	The date the call was opened in BSMARTLINK
Caller ID	Name of caller who opened the call.
Customer	Bill to Customer Name
Customer ID	Bill to Customer ID
Drop Down Options:	
Site	Allows for a search by ship to site address
Site ID	Allows for a search by ship to Site ID
Request Type	On Sidebar Select 3. Contract, this allows you to choose service “request type”. (See snapshot below)

Brains II
NEW SUPPORT
REQUEST

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save And Continue Save And New Save And Exit Refresh

Request No.: CS1305100024 Line: 1 Status: Open Node: 200000 Open Date: 2013-05-10 Caller ID: ERN_AStewart

Fill in the required information(* marks mandatory fields).

1 Customer Customer Bill To

2 Address Customer:

3 Contract Customer ID: ERN124337

4 Product Site:

5 Provider Site ID:

6 Problem Phone: 416-864-1234 Phone:

Contract Product/Item Provider

Contract No.: Tag: Action Group:

Request Type: Product: Agent:

Request Type Lookup -- Webpage Dialog

LookUp

Request Type: Description: Is PM:

11 records found. Displaying Records 1 to 11

Request Type	Description
AE	Advance Exchange
BF	Break Fix
BLL	Out of Scope Billable
DEP	Depot
DSS	Deskside Services
HD	Help Desk
IMAC	IMAC
PM	Preventative Maintenance
PRJ	Projects
RI	Re-Image
SW	Software

Drop Down Options:	
Serial Number- MANDATORY	On Sidebar Select 4. Product. This allows you to search for the site serial number. If the serial number does not identify on the system enter a machine type in the "product" field. (See snapshot below)

Brains II
NEW SUPPORT REQUEST

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save And Continue Save And New Save And Exit Refresh

Request No.: C51305100024 Line: 1 Status: Open Node: 200000 Open Date: 2013-05-10 Caller ID: ERN_AStewart

Fill in the required information(* marks mandatory fields)

1 Customer
2 Address
3 Contract
4 Product
5 Provider
6 Problem

Customer Bill To
Customer:
Customer ID: ERN124337
Site:
Site ID:
Phone: 416-864-1234
Phone:

Contract Product/Item Provider
Contract No.: Tag:
Request Type: Product:
Warranty Type: Serial No.: New Node: * 200000

Installed Item Lookup -- Webpage Dialog

LookUp

Product ID: Tag: Serial No.:

More than 500 records found. Displaying Records 1 to 100. Query not sorted

Product	Serial No.	Item Description	Tag	Site	
E6420	167WGV1	Del Latitude E6420		ERN124337-00005	01/09/2012
E6420	10Z2CS1	Del Latitude E6420		ERN124337-00005	01/06/2012
E6420	1J0XDV1	Del Latitude E6420		ERN124337-00005	01/08/2012
E6420	1K8WGV1	Del Latitude E6420		ERN124337-00005	01/09/2012
E6420	1M24GV1	Del Latitude E6420		ERN124337-00005	01/09/2012
E6420	1PFQGV1	Del Latitude E6420		ERN124337-00002	01/08/2012
E6420	257WGV1	Del Latitude E6420		ERN124337-00005	01/09/2012

Product

If your serial number does not come up in inventory then you **MUST** search by Product in order to open the call. The drop down menu will allow you to search by **Product ID** – Manufacturer part number. If you do not know that then **search serialization – Always** - to get a list of products to select from. **Product Line** will allow you to search by Manufacturer. **The Search Key** will allow you to enter your Product ie HP ML310.

Welcome, Anne Stewart DB Profile: Astrea_Proto3 Version: 10.4.0.1

Home Search Save And Continue Save And New Save And Edit Refresh

Request No.: CS1306210031 Line: 1 Status: Open Node: 200000 Open Date: 2013-06-21 Caller ID: ERN_AStewart

Fill in the required information>(* marks mandatory fields).

1 Customer
2 Address
3 Contract
4 Product
5 Provider
6 Problem

Customer: Bill To:

Customer ID: ERN124337

Site:

Site ID:

Phone: 416-864-1234

Contract: Product/Item: Provider:

Contract No.: Tag:

Request Type: Product:

Warranty Type: Serial No.: Node: * 200000

Product Lookup -- Webpage Dialog

LookUp

Product ID: Description: Search Key:

Prod. Class: Prod. Line: Model:

Serialization: **Always** Software: Inventory:

Service Prod.: Product Type: Prod. Category:

Exclude From Replenishment:

More than 500 records found. Displaying Records 1 to 100. Query not sorted

Product ID	Prod. Line	Model	Description	Search Key	Service P...
0003-110	3COM	NETWORK	3Com Switch 34 Port 10 100 MPBS	3CO SWIT	
0003-AIT	SONY	STORAGE	SONY AIT 3 100GB Tape Drive	SON TAPE	
0081-C01	HP	STORAGE	HP SureStore Optical Jukebox	HP JUKE	
00N7991	IBM	STORAGE	IBM 20 40GB DDS4 4MM Tape Drive	IBM AS400	
01-10831-XL-0083	XPLORE	LAPTOP	Xplore IX104C2V Tablet	XPL IX104	
01-25000-6FL8T	XPLORE	LAPTOP	XPLORE TEC IX104CS TABLET	XPL 104	
0135-OT	XEROX	PRINTER	Xerox 135 PPM	XER 135	
0150-WVP	PRINTRONIX	PRINTER	PRINTRONIX 150 LPM TWinX	PRI 150	
01750013850	WINCOR	POS	Beetle-Wincor POS XL II	BEE XLI	
0224-1	IBM	DISPLAY	IBM Generic Twinx Terminal For CGI	IBM TERM	
0300-P300	PRINTRONIX	PRINTER	PRINTRONIX P300	PRI P300	
0310-0001	HP	SERVER	HP ProLiant ML310 G05 X3075 1GB	HP ML310	

Problem Code

Brains II
NEW SUPPORT REQUEST

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save And Continue Save And New Save And Exit Refresh

Request No.: CS1305100024 Line: 1 Status: Open Node: 200000 Open Date: 2013-05-10
Fill in the required information(* marks mandatory fields).

1 Customer
2 Address
3 Contract
4 Product
5 Provider
6 Problem

Customer Bill To
Customer:
Customer ID: ERN124337
Site:
Site ID:
Phone: 416-864-1234
Contract Product/Item
Contract No.: Tag:
Request Type: Product:
Warranty Type: Serial No.:
Contr. Resp.: Item Desc.:
Problem
Problem Code:

Multiple Problem Codes Lookup -- Webpage Dialog

LookUp

Problem Code: Description: Model:

9 records found. Displaying Records 1 to 9

Problem Code	Description
BOOT	System Won't Boot
FUSER	Fuser
HD	Hard Drive Errors
IMAC	IMAC
JAM	Paper / Label Jam
OTHER	Other
POWER	No Power
REIMAGE	Re-Image
SOFTWARE	Software

Problem Code/Priority

On Sidebar Select 6. Problem. This will allow you to enter a problem code and a priority level of Low, Medium, High or Critical. as well as the **mandatory** Problem Description information (See snapshot below.)

Problem **MANDATORY**

You **MUST** enter Site Contact, Alternate Site Contact (if available), contact phone numbers and a detailed problem description in this field.

Save and Continue



After completing **ALL** of the steps in this section and ensuring accuracy of all information click on the “**Save and Continue**” icon on the toolbar at the top of the page. If you miss some information after this procedure you will need to email TScustomerHelpDesk@brainsii.com to provide the missed details.

Problem MANDATORY FIELD

Always include the Site Contact Name, Phone Number (and an alternate if available) and then the problem description as detailed in the example below.

The screenshot shows the 'NEW SUPPORT REQUEST' form in the Brains II system. The form is divided into several sections: Customer, Address, Contract, Product, Provider, and Problem. The 'Problem' section is highlighted in yellow. The form contains various input fields for customer information, contract details, and problem description. The 'Problem' section includes a 'Problem Code' field, a 'Severity' dropdown, and a 'Problem' text area. The 'Problem' text area contains the following text: 'Site Contact: Mary Smith, 905-123-1234 Alternate Contact: John Doe 905-444-2222 Problem: Provide a detailed description of the problem here.'

Support Request

Once the call has been opened it will be assigned and entitled by a Brains II Client Delivery Controller (CDC) before being assigned to a Service Technician. You can search on the status of the request through the Support Request Tab on the toolbar on Home Page – My Engagements. The search options are included in the screen shot below. This search was done via the “Status” dropdown.

49 records found. Displaying Records 1 to 49

Request ID	Line	Open D	Open T	Customer ID	Status	Agent	Severity	Problem Code	Problem
CS1305070023	1	07/05/2013	12:48	ERN124337	Open				
CS1305070020	1	07/05/2013	12:17	ERN124337	Open				
CS1305070019	1	07/05/2013	11:59	ERN124337	Open				
CS1304300022	1	30/04/2013	13:47	ERN124337	Open				
CS1304300017	1	30/04/2013	13:07	ERN124337	CDC assigned	SSZUbcgw3	Sev 3	Hard Drive Errors	Machine not working
CS1304290047	1	29/04/2013	16:39	ERN124337	Open			Hard Drive Errors	Machine has no power
CS1304290048	1	29/04/2013	16:39	ERN124337	Open				
CS1304290041	1	29/04/2013	14:48	ERN124337	Open		Sev 3	Hard Drive Errors	hard drive noisy
CS1304290029	1	29/04/2013	13:38	ERN124337	Open			Hard Drive Errors	hard drive making noise
CS1304290016	1	29/04/2013	11:40	ERN124337	Open				
CS1304290015	1	29/04/2013	11:32	ERN124337	Open				
CS1304290013	1	29/04/2013	11:27	ERN124337	Open				
CS1304290008	1	29/04/2013	10:41	ERN124337	Open				
CS1304290006	1	29/04/2013	10:19	ERN124337	Open				
CS1304290005	1	29/04/2013	10:15	ERN124337	Open				

Click on “Request ID” field to get more details about the call entitlement and response. See screenshot below.

Support Request Details

Brains II
SUPPORT REQUEST

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save Apply New Refresh Attach Mail Analyze

Request No.: CS1302260003 Line: 1 Customer Name: Site Name: Status: CDC assigned Labor Stat: Not started Priority: 1 Node: 202215 Open Date: 25/02/2013 12:16 Creation Date: 25/02/2013 12:16 Agent: JWA/Kcz3zbn

Call From

Customer ID: ERN124337
Site ID: ERN124337-00002
Caller Name: Anne Stewart
Phone: 416-864-1234
Channel: Contact Center
Product: Dell
Prod. Line: Dell Latitude E6420
Problem Code: Hard Drive Errors
Tag: 1PFGGV1
Serial No.: 1PFGGV1

Description: Getting intermittent data errors.

Importance

Severity: Sev 2
Priority: 1 Low

Current Session

Short Desc.:
Description:

Solution

Repair Code: Resol. Method:
Cause: Cust. Satisf.:
Resolve Text:

☐ Resolved Resolve Date:
☐ Accepted by Customer Accepted date:

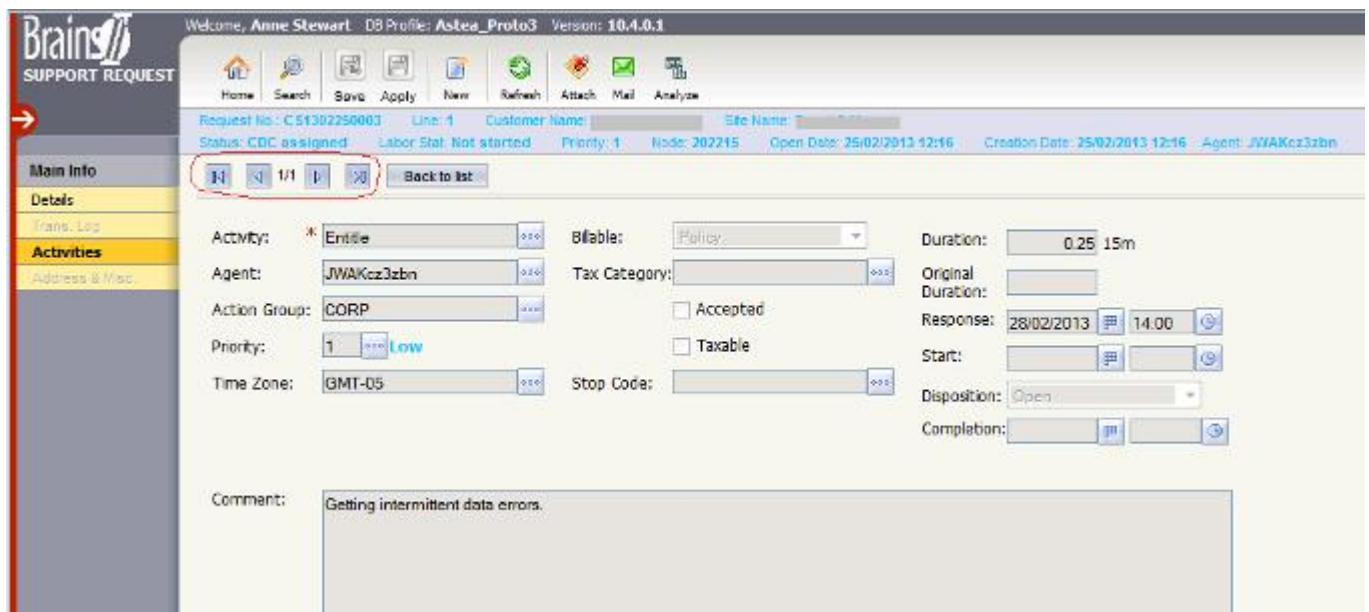
When

Open Date: 25/02/2013 12:16
Contract Resp.: 28/02/2013 14:00
Resp. Date: 28/02/2013 14:00
Callback Date: 28/02/2013 09:00

Support Request – Activities

When you click on “Activities in the Tool Bar, the first screen will provide a list of Activities. To open an Activity click on ZOOM at the far right hand side of the screen.

If there are multiple activities you can scroll through them by clicking on back or forward keys shown circled in red below, or you can go back to list.



Service Request

Once the call has been entitled by a Brains II Client Delivery Controller (CDC) it will be assigned to a Brains II Service Technician.

Similar to Support Request, you can search on many fields to view open and resolved service requests, in this example the search was by "Order Status"

Welcome, Anne Stewart DB Profile: Astea Proto3 Version: 10.4.0.1

Home Refresh

Search Page
Fill criteria fields and click on Search button.

Request ID: Caller Name: Site ID: Order Status: Any

From Open Date: To Open Date: Agent: Problem Code:

Reference: Contract No.: Phone: Priority:

Request Type: Serial No.: Tag: Product:

Order Source: Material Status: Any Order Activity: Any Severity:

After Search - save search string and retrieve new results Refresh Data

9 records found. Displaying Records 1 to 9

Request ID	Line	Open D	Open T	Customer ID	Status	Material	Severity	Problem Code	Description
PJ1304160002	1	06/04/2013	08:30	ERN124337	Open				Deployed from PJ1304160002
CS1305070017	1	07/05/2013	11:47	ERN124337	Resolved				Added from PJ1304160002
CS1305060004	1	06/05/2013	09:05	ERN124337	Open			No Power	when booting cannot start ran diagnosis error
CS1305020025	1	02/05/2013	15:22	ERN124337	SA on Site	Needed	Sev 4	Hard Drive Errors	Computer v power up
CS1305020005	1	02/05/2013	10:01	ERN124337	Open		Sev 4	System Won't Boot	
CS1304260035	1	26/04/2013	17:05	ERN124337	SA on Site	Needed			
CS1304260012	1	26/04/2013	12:00	ERN124337	Accepted by SA			Hard Drive Errors	
CS1303180007	1	18/03/2013	16:42	ERN124337	Open			No Power	
CS1302250004	1	25/02/2013	13:14	ERN124337	Open		Sev 2		

Click on "Request ID" field to get more details about the call. See screenshot below.

Service Request – Service Info

Brains II
SERVICE REQUEST

Welcome, Anne Stewart DB Profile: Aslea_Proto3 Version: 10.4.0.1

Home Search Save Apply New Delete Refresh Attach Mail Report Export Analyze

Request: CS1305060004 Line: 1 Status: Resolved Labor Stat: Partially completed Material Status: Priority: 51 Node: 202215 Customer: Escal Level: 0 Escal Date: Site: Service Agent: V5Chtzvq4z

Main Info
Service Info.
Activities

Customer
Name: Site Name: Caller: Phone: 4163207976

Contract
Contract No.: 00000084 Warranty Type: Request Type: Break Fix UM Contract, ETA: 06/05/2013 13:05

When
Creation Date: 06/05/2013 09:05 Open Date: 06/05/2013 09:05 ETA Date: 06/05/2013 13:05 Callback Date: 06/05/2013 10:05 Resolve Date: 21/05/2013 22:08

Product/Item
Prod. Line: Dell Tag: Product: Dell Latitude E6420 Serial No.: 10C4GV1

Solution
Problem Code: No Power Cause: Electrical Component Failure Repair Code: Resolve by Phone Resol. Method: Accepted by Customer

Importance
Cust. Satisf.: Reference: Severity: Duration: 6.25 h (6h 15m)

Problem
Description: unit has no power, will not boot, tried power supply from other computer and works ok, need replacement power supply
Resolve Text: complete

Service Request – Activities

When you click on “Activities in the Tool Bar, the first screen will provide a list of activities. To open the Activity click on ZOOM at the far right hand side of the screen.

If there are multiple activities you can scroll through them by clicking on back or forward keys shown circled in red below, or you can go back to list.

Service Request History

You can search on Historical Closed calls in this section.

Click on "Request ID" column and you can view the call details in Main Info.

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Refresh

Search Page
Fill criteria fields and click on Search button.

Request ID: / Primary SA: Site ID: Status: Any
Caller ID: Node: Action Group:
Product ID: From Open Date: To Open Date:
Alter Search - save search string and retrieve new results Refresh Data

4 records found. Displaying Records 1 to 4

Request ID	Line	Open D	Open T	Customer ID	Status	Product	Problem Code	Problem
CS1301180002	1	18/01/2013	11:00	ERN124337	Adjusted	1727HC1	No Power	Problem
CS1301180002	2	18/01/2013	11:00	ERN124337	Credited	1727HC1	No Power	Problem
CS1301180002	3	18/01/2013	11:00	ERN124337	Invoked	1727HC1	No Power	Problem
CS1303260028	1	26/03/2013	21:16	ERN124337	Invoked	E6420	Hard Drive Errors	Hard drive errors

Service Request History – Main

This view will show Problem Description and the Resolution details of the call.

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save Apply New Delete Refresh Attach Mail Report Analyze

Request: CS1304260012 Line: 1 Customer ID: ERN124337 Customer Name:
Status: Invoiced Priority: 1 Node: 202212 Site ID: ERN124337-00015 Site Name:

When
Open Date: 28/04/2013 12:00 Duration: 0.44 26m 24s
Resolve Date: 09/05/2013 13:02 Contractual ETA: 29/04/2013 09:01

Contact
Priority: 1 Low
Severity:
Contact:

Product / Coverage
Product: 4298-3RU Contract No.: 00000084
Serial No.: R9LZZMR Warranty Type:
Tag: ☐ Flat Rate
Serv. Provider
Action Group: GTA
Service Agent: TECH
Node: 202212
Problem Code
Problem Code: Hard Drive Errors
Cause:
Repair Code: Replace Part/ Material
☐ Knowledge Base

Problem
Description: system down
Resolve: went to site found fuser burnt, replaced fuser. printing 100 copies. Print OK. User Ok with printing.
Request Type:
Resolution Method:

Service Request History – Posting

Activities

When you click on **“Activities”** in the Tool Bar, the first screen will provide a list of activities. To open the Activity click on ZOOM at the far right hand side of the screen. If there are multiple activities you can scroll through them by clicking on back or forward keys shown circled in red below, or you can go back to list.

Materials

When you click on **“Materials”** in the Tool Bar you can view what parts were used on the call.

Support Request History

You can search on Historical Closed calls in this section.

Click on "Request ID" column and you can view the call details in Main Info.

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Refresh Export

Search Page
Fill criteria fields and click on Search button.

Request ID: / Action Group: Site ID: Primary SA: From Open Date: To Open Date: Caller ID: Order Status: Any

After Search - save search string and retrieve new results Refresh Data

2 records found. Displaying Records 1 to 2

Request ID	Line	Open D	Open T	Customer ID	Status	Product	Problem Code	Problem
CS1305100030	1	10/05/2013	12:27	ERN124337	Invoiced	Q5403A	Paper / Label Jam	printer jam
CS1305100031	1	10/05/2013	12:43	ERN124337	Invoiced	E6400	No Power	no power

Support Request History – Main

This view will show Problem Description and the Resolution details of the call.

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save Apply New Delete Refresh Attach Mail Report Export Analyze

Request: CS1305100030 Line: 1 Customer ID: ERN124337 Customer Name: Status: Invoiced Priority: 1 Node: 202222 Site ID: ERN124337-00003 Site Name:

When
Open Date: 10/05/2013 12:27 Duration: 0.25 15m Resolve Date: 10/05/2013 12:43 Contractual ETA: 10/05/2013 16:27

Contact
Priority: 1 Low Severity: Contact:

Product / Coverage
Product: Q5403A Contract No.: 00000084 Serial No.: CNRXY46723 Warranty Type: Tag: Flat Rate

Problem
Description: printer jam
Resolve: Was able to fix over phone.
Request Type: Break Fix Resolution Method:

Serv. Provider
Action Group: CORP Service Agent: LYAMjzf2xs Node: 202222

Problem Code
Problem Code: Paper / Label Jam Cause: Repair Code: Resolve by Phone

Support Request History – Posting

Activities

When you click on “Activities in the Tool Bar, the first screen will provide a list of activities. To open the Activity click on ZOOM at the far right hand side of the screen.

If there are multiple activities you can scroll through them by clicking on back or forward keys shown circled in red below, or you can go back to list.

Escalate a Call

Once the call has been opened, entitled and assigned to field service, you can escalate via the email link on an open Service Request during business hours 8:30am – 5:00pm EST. See screenshot below.

The screenshot shows the Brains II Service Request interface. The top navigation bar includes links for Home, Search, Save, Apply, New, Delete, Refresh, Attach, Mail, Report, Export, and Analyze. The 'Mail' icon is circled in red. The main content area displays details for a Service Request (Request: CS1306150042, Line: 1, Status: Labor Stat: Partially completed, Material Status:). The 'Escalate' button is located in the top right corner of the main content area. The interface is divided into several sections: Main Info, Service Info, Product/Item, Solution, Importance, and Problem. The 'Service Info' section includes fields for Customer (Name, Site Name, Caller, Phone), Contract (Contract No., Warranty Type, Request Type, Contract ETA), and When (Creation Date, Open Date, ETA Date, Callback Date, Resolve Date). The 'Product/Item' section includes fields for Prod. Line, Tag, Product, and Serial No. The 'Solution' section includes fields for Problem Code, Cause, Repair Code, and Resol. Method. The 'Importance' section includes fields for Cust. Satisf., Reference, Severity, and Duration. The 'Problem' section includes fields for Description and Resolve Text.

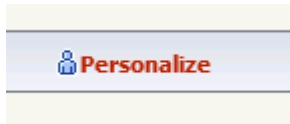
After Hours 5:00PM – 8:30am EST

1. Telephone Brains II Help Desk at **1-888-Brains2 (1-888-272-4672)**

****The Help Desk will need to know your Brains II Call Number and reason for escalation****

Change Password

On the Home Page – My Engagements go to the far right hand side and click on the personalize ICON



This will take you to My Profile. Click on the password ICON and make changes in the pop up box.

Welcome, Anne Stewart DB Profile: Astea_Proto3 Version: 10.4.0.1

Home Search Save Apply Delete Refresh Attach Mail Analyze

Search Name: Anne Stewart Primary Phone: 416-864-1234 Active: Yes
Company ID: ERH124337 Company Name: Action Group: State: ON City: Toronto Country: CA

Main Info
Contact Info
Address
Phone

Personal Info
Contact ID: * \Stewart
Name Prefix:
First Name: * Anne
Last Name: * Stewart
Search Name: Anne Stewart

Information
Company ID: *
Management:
Supervisor:
Title:
Language: * ENG

Communication
Primary Phone: 416-
E-Mail: anne.stewart@
E-Mail 2:
URL Address:

Address
Address: * 222 Bay St. Po Box 251
City: Toronto State: ON
Zip: M5K 1J7 Country: * CA
Phone: Fax:

Portal Access
Password:

Confirm Password -- Webpage Dialog
Existing Password:
New Password:
Verify New Password:
Submit Cancel