



Service & Maintenance Helpdesk

USERGUIDE FOR CUSTOMER WEB SELF SERVICE

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Customer Web Self Service Userguide


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1.0 Logging In

1.1 *Accessing the QSG CWSS*

Click the  link from the top right of the menu bar.

You will be redirected to a secure login page for the Customer Web Self Service.

Enter your login Username and Password as supplied by the QSG Service Helpdesk.

Select the  button to begin your session.

Your session is valid for 30 minutes, or until you select the 'Sign Out' option.



2.0 Jobs List

Once logged in, you will be presented with a list of all jobs which relate to your account.

2.1 *Filtering the Jobs List.*

Using the search criteria at the top of the screen, it is possible to filter the results shown in the Jobs List.

The options are:

- **Date**: When the fault was logged.
- **Site**: Only available if multiple sites are linked to the Customer record.
- **Contact**: Who logged the fault.
- **State**: Current fault status (Open or Closed)
- **Priority**: The urgency allocated to the fault when logged.

Enter the search criteria.

Click  to show the results.

2.2 *Saving a Custom View*

It is possible to save a view to be used next time you login – this is linked to the individual user account.

Filter the Jobs List as required using the search criteria.

Select .

Enter a unique name for your view and click the  button.

Your Custom View is now available in the 'My Views' drop-down list.

When selected from the list the Custom View is automatically loaded.



3.0 Viewing Job Information

3.1 Job Detail

To view details of a job, select the **view** option on the relevant line in the Jobs List.

A summary of the job will be displayed.

To go back to the Jobs List, select **◀ Back to Job List**.

3.2 Job History

To view further information about the job including details of previous site visits select

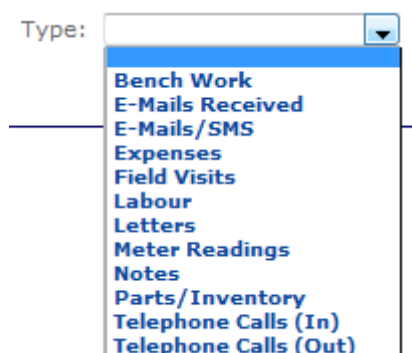
View History from the Job Detail screen.

A summary of the available information will be displayed, including previous Field Visits and Emails.

To view the full information, select the **view** option again the relevant line.

3.3 Filtering the Job History screen

From within the Job History screen, the 'Type' dropdown can be used to filter the information on the screen:





4.0 Job Booking


4.1 Accessing the 'Job Booking' screen.

Select the **Job Booking** option from the left hand screen menu.

Select the **New Job** option.

The 'Create Service Order Job' screen will open.

4.2 Selecting the correct Site record.

Select the  button in the 'Site' section of the screen. A list of the available site records will be presented in a separate window.

It is possible to search within the records list using the 'Keyword' search box and selecting **Search**.

Once you have identified the correct site, click the **Select** option at the end of the relevant site.



4.3 Selecting a contact.

4.3.1 Selecting a pre-completed contact record.

In the contact section, select the dropdown.

If the contact has been pre-populated or entered previously, select the correct contact.

The contact's telephone number will automatically be populated into the 'Telephone' field. If this is incorrect, type the correct telephone number into this field.

4.3.2 Entering a new contact.

If the contact cannot be found in the drop-down menu, select the

button.

The 'Contact Details' screen will load.

Enter as much information as possible.

Select .



4.4 Selecting the faulty equipment record.

4.4.1 Sites with a full asset list

In the 'Eqp Code/Eqp Dec/Serial No./Asset No.' search box, enter the camera number (eg. 106) and press .

The equipment matching the search criteria will be displayed below the search box.

Identify the correct piece of equipment and click the **Select** option at the end of the relevant row.

The selection will be highlighted in yellow.

4.4.2 Other equipment/equipment not found in the list.

If the equipment cannot be found in the list, enter "NOT LISTED" into the 'Eqp Code/Eqp Dec/Serial No./Asset No.' search box and press .

One piece of equipment ('Equipment Not Listed') will appear in the results area.

Click the **Select** option at the end of the relevant row.

The selection will be highlighted in yellow.



4.5 Selecting the problem summary.

In the 'Problem/Task' area of the screen, the first dropdown box will always default to . This is the system default and should not be changed.

In the second dropdown, select a fault description relevant to the problem being reported. This is only a summary field – more information can be given later on in the process.

4.6 Selecting the Job Priority.

When selecting a piece of equipment, the standard contract response will be automatically selected by the system.

4.6.1 Requesting an Urgent response..

In the 'Priority' section of the call logging screen, from the drop-down list select 'High'.

If the equipment is allocated an Urgent response option, the system will automatically change the 'Respond By' date and time to the correct time.

4.7 Adding your own reference number.

If you have your own reference number which you would like to be linked to the fault, enter it into the 'Customer Reference' field. This will appear on the job record and can be used by QSG to identify jobs from your own reference number.

4.8 Additional Job Text

In the 'Additional' text box, enter as much information as possible about the fault.

NOTE: If 'Equipment not Listed' is selected at the equipment selection screen, the location of the fault will also need to be entered here (eg. "Camera opposite Reception")



4.9 Submitting the Job to QSG.

Once all of the fields have been populated in the 'Create Service Order Job' screen, select at the bottom of the screen.

A summary of the job will appear on the screen.

4.9.1 If amendments required.

Select the button to go back to the previous screen.

4.9.2 If all details are correct.

Select the button to continue to the confirmation screen.

The 'Job Booking Confirmation' screen will appear.

At the top of the screen will be the QSG Job Number. This is the reference to be quoted when contacting QSG about the issue.