

Siebel eSmart (A Siebel eService Module)

August 1, 2014

Customer Training
Guide

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eSmart Overview

– What's eSMART?

- eSMART – electronic Siebel Management and Request Tool
- eSMART is a tool available over Internet for customers and supported by Keysight Technologies.
- eSMART is a Tool used by customers to raise and track service request for Keysight remote phone support

– Who should Use this Tool?

- Customers who Signed 24x7 support agreement with Keysight Technologies will be provided access to eSMART.
- Access to eSMART requires a valid login/password and system handle provided by Keysight Technologies

eSmart Overview-continued

– eSMART Key Features

- eSMART is a new software Application which is user friendly and easy to use
- Service Request Management, Submit and track service requests for issues, problems, and product repairs – only if the service request is logged through eSMART tool.
- The customer can attach documents to help communicate a service issue while logging a service request.
- Workflow process activated to acknowledge via email to customer when a new service request is raised through eSMART.

– eSMART Benefits

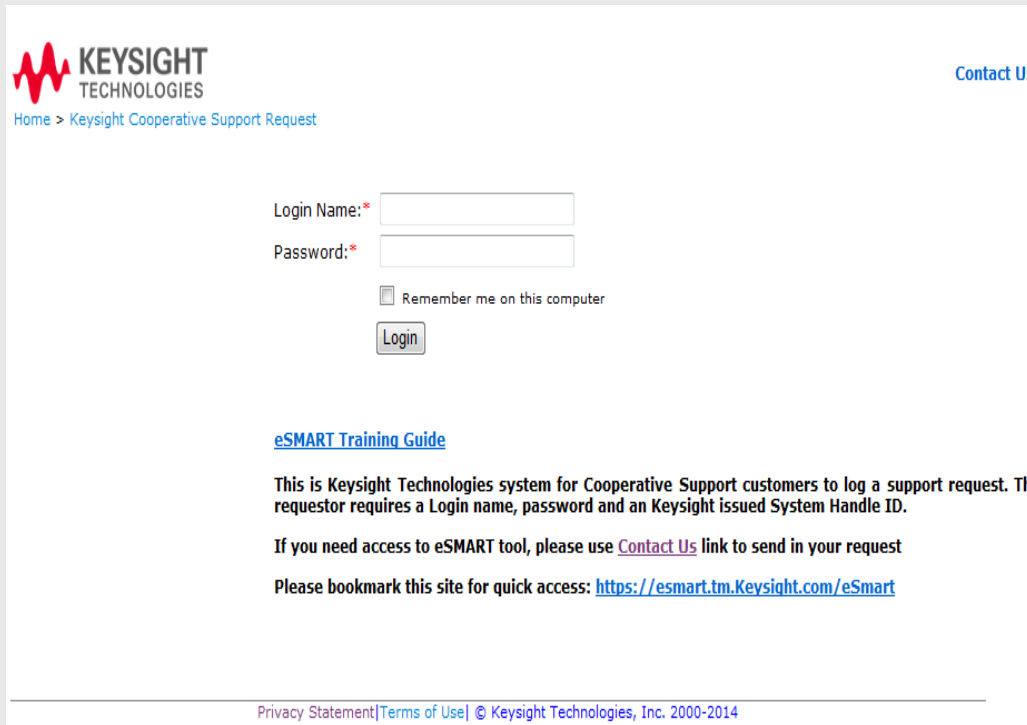
- eSMART is a Tool used by Customers to raise service request and get prompt Keysight Technologies service engineer assistance round the clock

eSMART–Service Request Process Overview

- 1) Enter into eSMART using your individual login name and password
- 2) [Create Service Request](#) using the system Handle
- 3) Keysight Technologies technical support engineer will call back customer and provide necessary help

eSmart – Login Instructions

1. Click on the eSMART Link : <https://esmart.tm.KeysightTechnologies.com/esmart>
2. Enter the login and password provided by Keysight Technologies



The screenshot shows the eSMART login interface. At the top left is the Keysight Technologies logo and a breadcrumb trail: Home > Keysight Cooperative Support Request. At the top right is a 'Contact Us' link. The main login area contains fields for 'Login Name:*' and 'Password:*', a 'Remember me on this computer' checkbox, and a 'Login' button. Below the login fields is a link to the 'eSMART Training Guide'. A paragraph explains that this is the Keysight Technologies system for Cooperative Support customers to log a support request, requiring a login name, password, and a Keysight issued System Handle ID. It also provides a 'Contact Us' link for access requests. At the bottom, it asks users to bookmark the site for quick access to the URL: <https://esmart.tm.Keysight.com/eSmart>. The footer contains links to the Privacy Statement and Terms of Use, and a copyright notice for Keysight Technologies, Inc. 2000-2014.

Remember me on this computer:

Turn on following settings according to your company IT security policy -- in IE:

- ✓ go to tools>Internet Options
- ✓ Go to Privacy tab
- ✓ Click on Advanced
- ✓ Check "Override automatic cookie handling"
- ✓ Check "Always allow session cookies"

eSmart – First Password Change

Password change is required upon first time logging into eSMART

Change Password:

Change Password

Change Password. Please Click [here](#) to view Password Policy

Old Password

New Password

Confirm New Password

OK

Reset

Password Must:

- ✓ Be 8 or more characters long.
- ✓ Contain at least two alphabetical characters
- ✓ Contain at least one non-alphabetical character
- ✓ Be different from the previous password.

Password must **NOT**:

- ✓ Be found in a common dictionary search, when any leading or trailing non-alphabetic characters in the password are omitted.
- ✓ Match any re-combination using all characters in the user's account/ login name.
- ✓ Match any forward or backward spelling of the user's real first, middle, or last name or be a common keyboard sequence such as 4321abcd.
- ✓ Password must not equal username.
- ✓ Be the reverse of a common word or name on operating systems and applications that can programmatically check for word/name reversals.
- ✓ A user must not use the same password for business and non-business purposes.

eSmart – Manual Password Change

Customer can change password after login or at a later stage



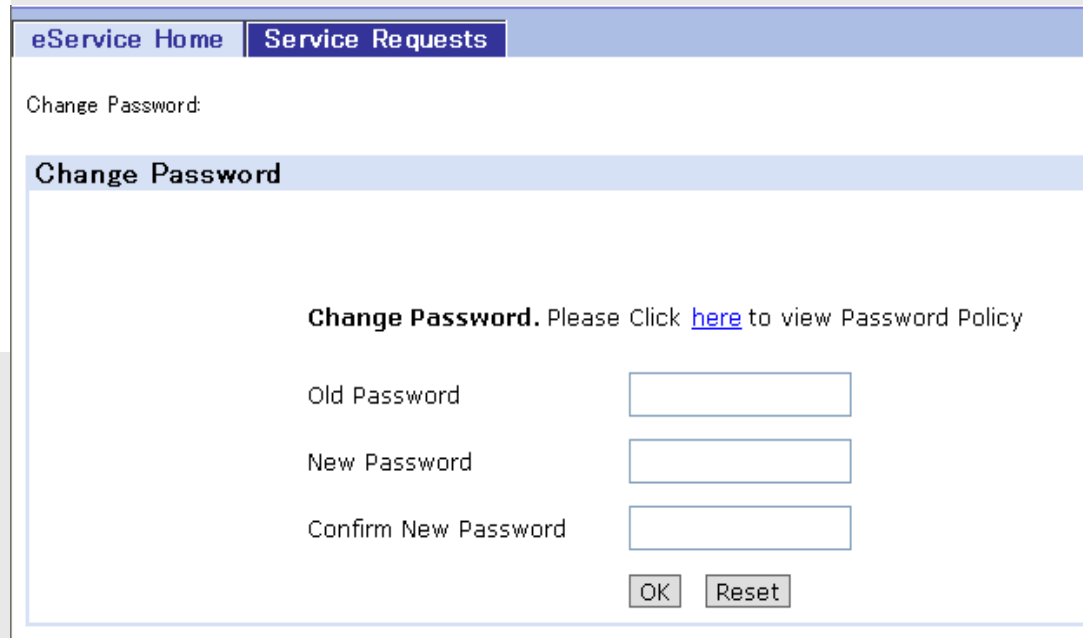
eService Home | Service Requests

eService Home:

Follow these links to your Service Requests

- Create a Service Request
- Service Requests
- My Service Requests
- My Site Service Requests
- My Company Service Requests
- Change My Password 

1. Login Into eSMART tool
2. Click on Change my Password Hyperlink
3. Key in the Old Password and New Password in the respective box's
4. Click OK



eService Home | Service Requests

Change Password:

Change Password

Change Password. Please Click [here](#) to view Password Policy

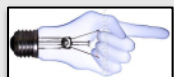
Old Password

New Password

Confirm New Password

eSmart – Home Page

At the eService home page, you will find hyperlinks to different tabs and screens.

A screenshot of the eService Home page. At the top, there is a navigation bar with two tabs: 'eService Home' and 'Service Requests'. Below the tabs, the text 'eService Home:' is displayed. A horizontal line separates this from a section titled 'Follow these links to your Service Requests and Assets'. This section contains a list of five hyperlinks: 'Create a Service Request', 'Service Requests', 'My Service Requests', 'My Site Service Requests', and 'My Company Service Requests'. A blue bracket on the left side of the list groups all five items together.

eService Home **Service Requests**

eService Home:

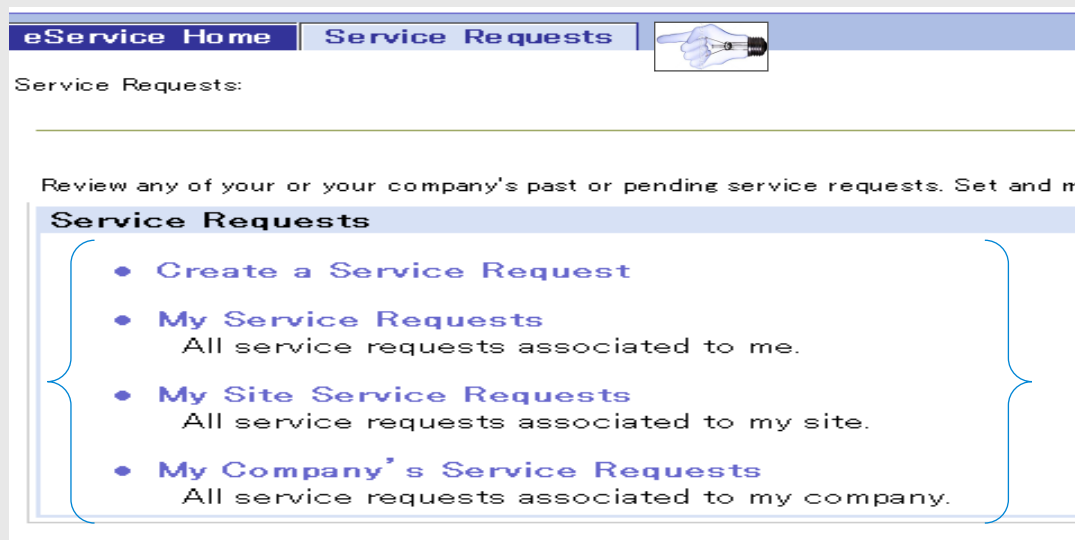
Follow these links to your Service Requests and Assets

- [Create a Service Request](#)
- [Service Requests](#)
- [My Service Requests](#)
- [My Site Service Requests](#)
- [My Company Service Requests](#)

eSmart – Service Requests

At the Service Requests Tab – There are 4 selections available:

- **Create a Service Request:** This is the direct link to Create a new Service Request
- **My Service Request:** This will display all the service request that the Individual Customer contact has Opened (only open service request will be displayed)
- **My Site Service Requests:** This will display all service request pertaining to that one particular Customer Site only.
- **My Company's Service Requests:** This will display all the service request pertaining to that particular customer account(including other sites)



eSmart – Creating a Service Request

From eService Home Tab

Step 1:

- Click on Create a Service Request




Step 2:

- Click on Create button



eSmart – Creating a Service Request

Step 3:

Key in the  system handle to pull the necessary account details

- Note: Red Stars * denote a Mandatory Field

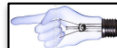
eService Home | **Service Requests**

Create Service Request:

Create Service Request


Submit a Service Request. You are eligible for service

Service Request No.: 1-2338267052

System Handle: * 

Account: * Intel Products M Sdn Bhd

Country: Malaysia

Serial No.: * 

Asset:

Model No.:

SPN Code:

SPN Description:

eSmart – Creating a Service Request

Step 4:

Click on the Serial No. pick applet 

eService Home **Service Requests**

Create Service Request:

Create Service Request

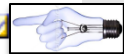
Submit a Service Request. You are eligible to

Service Request No.: 1-2318430683

System Handle: *

Account: * Intel Products M Sdn Bhd

Country: Malaysia

Serial No.: * 

Asset:

Model No.:

SPN Code:

SPN Description:

Step 5:

Choose the appropriate serial no. listed and click OK

Choose Your Asset - Microsoft Internet Explorer

>	ABC123456	N1134A	System Reference Number for ControlKT Cards	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)
>	ABC123456	E4000A	HybridPlus-DD6 Pin Card - Remarketed Only	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)
>	ABC123456	E4026A	System Reference Number for Series II 4, Module Testhead	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)
>	ABC123456	E4026AG	Series II 4 Module Testhead	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)

Note: Assets listed are only for Cooperative Support with 24x7 or 8x5 Active Contracts signed by Customer

eSmart – Creating a Service Request

Step 6:

Based on the Serial # selected – Asset #, Model #, SPN Code and SPN description will be auto populated

Create Service Request

Submit a Service Request. You are eligible for service upon verification of service entitlement by Keysight Technologies.

Service Request No.: 1-5996298593

System Handle: 01-PKCSTE4073A/B

Account: Keysight

Country: United States

Serial No.: ABCD1234

Asset: 210447211CON

Model No.: E3103A

SPN Code: R-9TW-501

SPN Description: Co-op service agreement with parts, 5x8 phone support (monthly)

Status: Open

Severity:

Last Name: Kohrt

First Name: Eric

Work Phone No.: (303) 662-4966

Email: eric_kohrt@keysight.com

Problem Description:

eSmart – Creating a Service Request

Additional details to be completed :

Step 8:

- Severity – Choose High, Medium or Low
 - HIGH** = DOWN SYSTEM: urgent technical assistance request and/or urgent part request.
 - MEDIUM** = (1)Part replenishment of spare parts. (2)Request to schedule system calibration.
 - LOW** = Technical or sales & marketing information request



Step 9:



- Contact details defaults based on the Login ID, if need to change –click on the Pick applet and choose a new Contact
- (Take note: Last Name is not a free form text field. If there is a change in contact details, pls. use Problem Description field)

Step 10:

- Type in Problem Description – Customer to provide Issue description for FSE to analyze and call back Customer

Status:* Open


Severity:  

Last Name:* Kohrt  

First Name: Eric

Work Phone No.: (303) 662-4966

Email: eric_kohrt@keysight.com

Problem Description:* 

eSmart – Creating a Service Request

Step 11:

- Click on **Save and Submit Button**



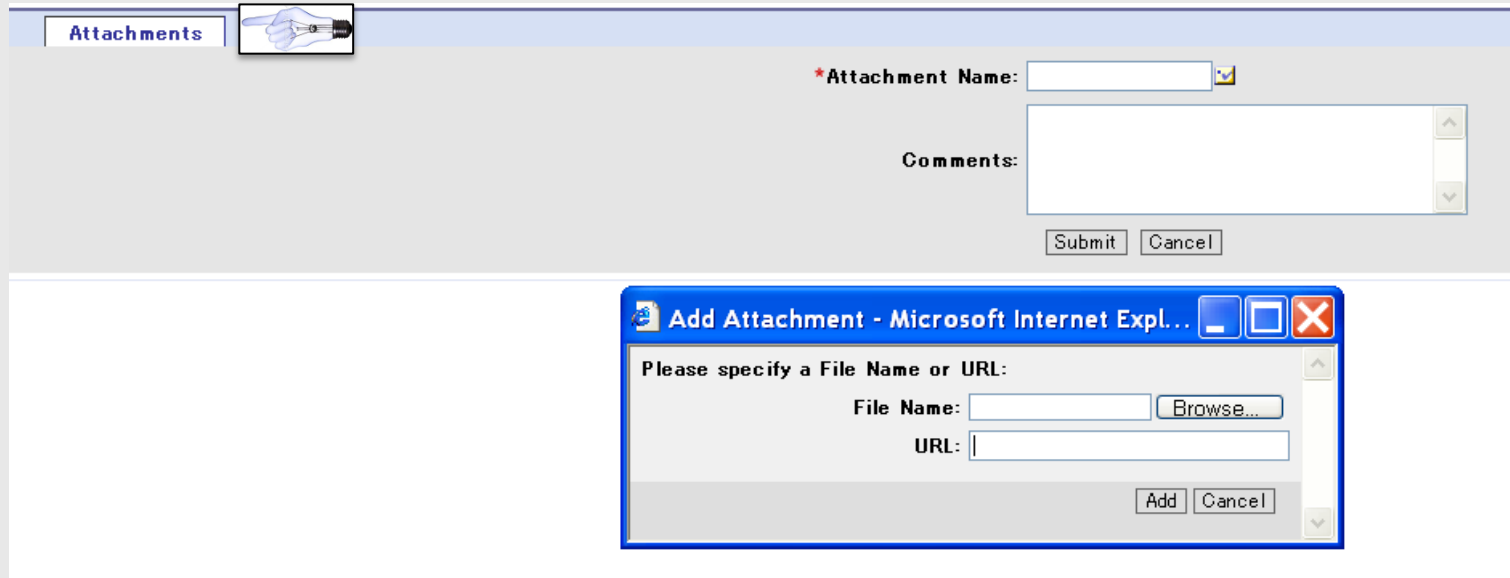
- A new service request is created with the following details.

eService Home	Service Requests	Assets
Service Request Attachments:		
Service Request Details		
<input type="text" value="Search"/>		
Service Request No.: 1-5978976312 		Status: Open
System Handle: 01-PKCSTE4073A/B		Severity: Low
Account: Keysight		Last Name: Kohrt
Country: United States		First Name: Eric
Asset: 49162792CON		Work Phone No.: (303) 662-4966
Model No.: E3103A		Email: eric_kohrt@keysight.com
Serial No.: ABCD1234		Problem Description: Sapphire Testing for the linkage between eSmart and Siebel for the creation of a SR.
SPN Code: R-9TW-501		
SPN Description: Co-op service agreement with parts, 5x8 phone support (monthly)		

eSmart – Adding Attachments

Step 12:

- Click on the Attachment tab to add any documents to upload to the created Service Request.



The screenshot displays the eSmart web interface. At the top, there is a tab labeled "Attachments" with a hand icon pointing to it. Below the tab, the main form area contains a label "*Attachment Name:" followed by a text input field and a small icon. Below this is a "Comments:" label followed by a large text area with up and down arrow controls. At the bottom of the form are "Submit" and "Cancel" buttons. Overlaid on the bottom right of the form is a dialog box titled "Add Attachment - Microsoft Internet Expl...". The dialog box contains the text "Please specify a File Name or URL:" and two input fields: "File Name:" with a "Browse..." button next to it, and "URL:". At the bottom of the dialog are "Add" and "Cancel" buttons.

eSmart – How to search for a Service Request

Starting from eService Home

Step 1: Click on My Service Request



eService Home Service Requests

Service Requests:

Review any of your or your company's past or pending service requests, assets.

Service Requests

- **My Service Requests** 
All service requests associated to me.
- **My Site Service Requests**
All service requests associated to my site.
- **My Company's Service Requests**
All service requests associated to my company.

Starting from Service Request Tab


Step 2: Click on Search



eService Home Service Requests

My Service Requests:

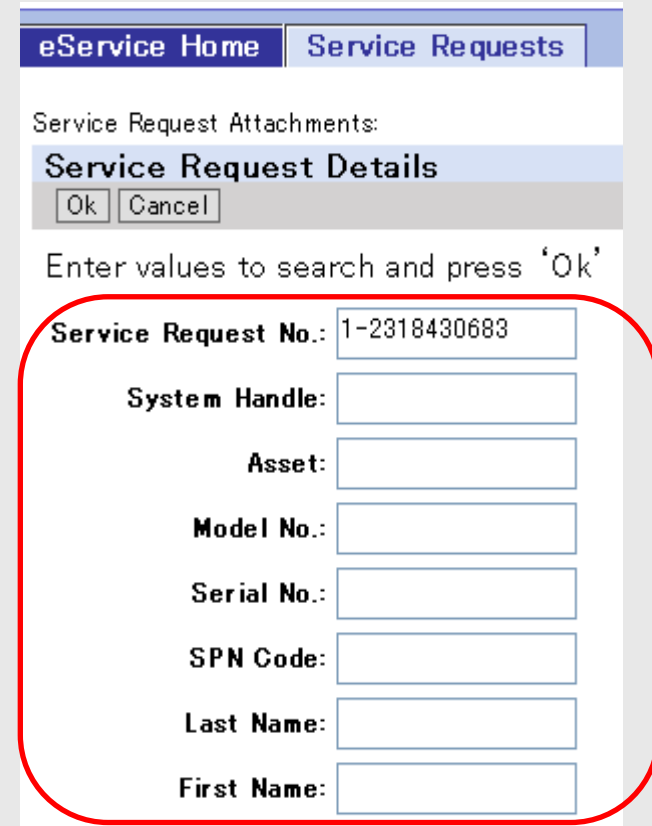
My Service Requests

Create Search 

Service Request No.	System Handle	Account	Cou
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eSmart – How to search for a Service Request

- 1) Key in any of the listed parameters to search for a particular service request details
- 2) Click OK to search for a given value.
- 3) Service request list view is displayed
- 4) Click on the service request No. hyperlink to open the service request



The screenshot shows the 'eService Home' interface with a 'Service Requests' tab selected. Below the tab, there is a section for 'Service Request Attachments' and a 'Service Request Details' form. The form includes 'Ok' and 'Cancel' buttons. A red rounded rectangle highlights the search input fields. The 'Service Request No.' field is pre-filled with the value '1-2318430683'. Other fields include 'System Handle', 'Asset', 'Model No.', 'Serial No.', 'SPN Code', 'Last Name', and 'First Name', all of which are currently empty.

Service Request Attachments:

Service Request Details

Ok Cancel

Enter values to search and press 'Ok'

Service Request No.: 1-2318430683

System Handle:

Asset:

Model No.:

Serial No.:

SPN Code:

Last Name:

First Name:

eSmart – Logging and Saving a Service Request with 5x8 support and getting a Warning Message

Warning message will be displayed when trying to create a service request in eService for 5x8 SPN's – click on the **Save and Submit** button again and service request is created.

- Note: Customers will get a response only during normal business hours when a 5x8 SPN is selected.

The screenshot shows the 'eService Home' interface with tabs for 'Service Requests' and 'Assets'. The 'Create Service Request' form is displayed, featuring a 'Create Service Request' header, 'Save and Submit' and 'Cancel' buttons, and a red warning message: 'You have selected an 8x5 Support option. You will only get support during normal Business hours. Please click the Save and Submit button again in order to continue with this SR submission or click Cancel if this is not the option required.' An icon of a hand pointing to a button is shown next to the message. Below the message, it says 'Submit a Service Request. You are eligible for service upon verification of service entitlement by Keysight Technologies.' At the bottom, the 'Service Request No.: 1-5996298602' and 'Status:* Open' are visible.

Frequently Asked Questions

– How to obtain login credentials for eSMART?

- If Customer has signed a 24x7 contract with Keysight Technologies, login credentials would have been sent.
- If you did not receive these credentials, use the [Contact Us](#) for obtaining a login, password and system handle to login into eSMART

– Who should I contact if I have questions on eSMART?

- Use the [Contact Us](#) email/toll free #s to get help from Keysight.

– Can customer account have multiple logins into eSMART?

- Individuals in a particular account will each have a separate Login

Frequently Asked Questions – Cont.

- **Can one customer view his own company service request logged by another Individual who belongs to the same account?**
 - Yes, after login –use the link ‘My Company Service Request’
- **Can One Company (A) see details of service request logged by another Company(B)?**
 - No, only Service Requests logged by individuals within a particular account will be able to see his/her company Service Requests in eSMART

Frequently Asked Questions – Cont.

Unable to see the eSMART Login Page

1. Check if the correct URL is used <https://esmart.tm.Keysight.com/esmart>
2. Check if a valid login/password is entered
3. Validate if the correct system handle is used
4. Use [Contact Us](#) (Customer Contact Center – Response will be received by customer only during normal business hours)

Frequently Asked Questions – Cont.

eSMART tool Down

- 1) A static page will automatically appear with the email address and customer can send emails to the Keysight Technologies support engineers

Note: Please make sure to start the subject title with **SADMIN:eSMART** followed by a short description of the issue

- 2) Keysight Technologies technical support engineer will call back customer and provide necessary help

Forgot My Password

1) Login into eSMART tool

<https://esmart.tm.keysight.com/esmart>

2) Select respective regional email to get help from Keysight customer service – email's listed under the [Contact Us](#) Page.

- Note: A Response to your email will be acknowledged during Region Normal Business hours

3) Customer to fill in the following details within the email

- a. System Handle or System Serial #
- b. Company Name
- c. First Name
- d. Last Name
- e. Contact Tel #
- f. Contact Email Address

Contact Us

Region	Email	Toll free #s			
America Region	emt-hstd-support_americas@Keysight.com	1-800-829-4444			
Europe Region	testsysteem-support-eu@Keysight.com	Austria:	01-360 277 1575	Italy:	0238 591 279
		Belgium:	02-645 3263	Netherlands:	020-654 5305
		Czech Republic:	0800-142 048	Norway:	23 50 0124
		Denmark:	82-332 756	Poland:	00800-331 1264
		Finland:	9-817 10192	Romania:	21 204 70 12
		France:	01-4993 2409	Spain:	91 754 7034
		Germany:	069-95307-917	Sweden :	08-5199 2061
		Hungary:	068 001 5046	Switzerland:	022-567 5503 (German)
		Ireland:	01-605 8347	Switzerland:	022-567 5504 (French)
		UK:	020-7294 0012	Fax.:	+ 49 711 508 9114
Asia Region	Australia: measurement_support@Keysight.com	Australia: 1800-225-574			
	China: china-cs@Keysight.com	China: 800-810-0189 / +86-21-38507800			
	Hong Kong: china-cs@Keysight.com	Hong Kong: 800-938-693			
	India: support_india@Keysight.com	India: 1800-11-2626 / 0124-234-2828			
	Korea: cs_korea@Keysight.com	Korea: 080-769-0800			
	Malaysia: instruments_services@Keysight.com	Malaysia: 800-880-399			
	Singapore: instruments_services@Keysight.com	Singapore: 1800-275-0880			
	Taiwan: taiwan-cs@Keysight.com	Taiwan: 0800-047-866			

Thank You