

18.3.2 Customer Portal Interface

Once they have entered their login details, your customer can first enter a new request for assistance and then access the entities that you have related to his contact card (only enabled modules) from the menu items on the left. Support requests by default provide for an email to be sent to the contact's email address, with the summary and ID of the ticket. Any subsequent comments will always be notified by email. Once you have dealt with the contact request, you can close the ticket (if satisfied with the result).



Email

Password

Keep me logged in

[Forgot Password?](#)

US English



LOG IN

vteneXt

My Requests

Show All Status

SEARCH NEW REQUEST

- New request
- My Requests
- Knowledge Base
- Invoice
- Quotes
- Products
- Services
- Documents
- Contacts
- Account
- Assets
- Project Milestone
- Project Task
- ProjectPlan
- My information

HelpDesk	Smart Working: ottimizza le tue attività di vendita grazie ai processi	TT30, In Progress
HelpDesk	Webinar Gratuito Domani! Dal Remote Working allo Smart Working	TT31, Answered by customer
HelpDesk	Speciale settore Ho.Re.Ca nel post Emergenza - Webinar Gratuito 28/04 ore 17.00 a cura di Ominext	TT33, Open
HelpDesk	Nuova data: 30.04 Webinar: Dal Remote Working allo Smart Working	TT34, Open
HelpDesk	Webinar gratuito Domani! Dal Remote Working allo Smart Working	TT38, Open
HelpDesk	Speciale Customer Service: come gestire l'assistenza clienti in Smart Working	TT39, Open

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