

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



My Requests

New request
Show All ▼ Status ▼

Q, SEARCH
NEW REQUEST

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

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