

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

Ominext

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

My Requests

Show All
Status

SEARCH NEW REQUEST

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