Siebel eSMART (Siebel eService Management and Request Tool)

Customer Training Guide

Contents

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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 Agilent
- eSMART is a Tool used by customers to raise and track service request for Agilent remote phone support

Who should Use this Tool?

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

eSMART Overview- Con't

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 Agilent service engineer assistance round the clock

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eSMART – Service Request Process Overview

1) Enter into eSMART using your individual login name and password

2) [Create service request](#)

3) Agilent technical support engineer will call back customer and provide necessary help

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eSMART - How to login into eSMART?

1. Click on the eSMART Link : https://esmart.tm.agilent.com/esmart

2. Enter the login and password provided by Agilent

eSMART Application – Password change

Password change is required upon first time login to eSMART

Change Password:

Change Password

Change Password. Please Click here to view Password Policy

Old Password   ●●●●●●●●

New Password   ●●●●●●●●●●

Confirm New Password   ●●●●●●●●●●

OK   Reset

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eSMART Application – Manual Change Password

Customer can change password after login or at a later stage

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

eSMART Application – Home Page

At the eService home page, direct hyperlinks to different tabs and screens are available

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eSMART Application - Service Request Tab

At the Service Requests Tab – There are 3 selections available:

- **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)

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eSMART - How to Create Service Request

From eService Home Tab

Step 1: Click on **Create a Service Request**
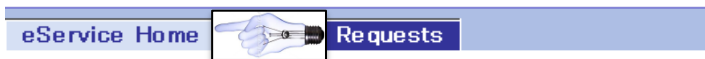
From Service Request Tab

Step 2: Click on **My Service Request**

Step 3: Click on **Create** button

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eSMART – How to Create a Service Request

Step 4: Key in the system handle to pull the necessary accounts details

Note: Red Star denotes that the Field is Mandatory

eSMART – How to Create a Service Request

Step 5: Click on the Serial No. pick applet

Step 6: Choose the appropriate serial no. listed and click OK

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

eSMART – How to Create a Service Request

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

eSMART – How to Create a Service Request

Additional details to be filled :   .

Step 7: 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 8: 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 field is not a free form text, if there is change in contact details, pls. use Problem description field)

Step 9: Type in Problem Description – Customer to provide Issue description for FSE to analyze and call back Customer

Status:* Open
Severity: Medium
Last Name:* Meng
First Name: Yee
Work Phone No.: (604) 680-7265
Email: meng-yee_chan@agilent.com
Problem Description:* Testing for Training doc creation – Prem 5Jan2010

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eSMART – How to Create a Service Request

Step 10: Click on **Save and Submit Button**

A new service request is created and the details are available

eSMART – How to add Attachment

Step 11: Click on the Attachment tab to add any documents to upload to the service request.

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eService - How to Search a Service Request

From eService Home
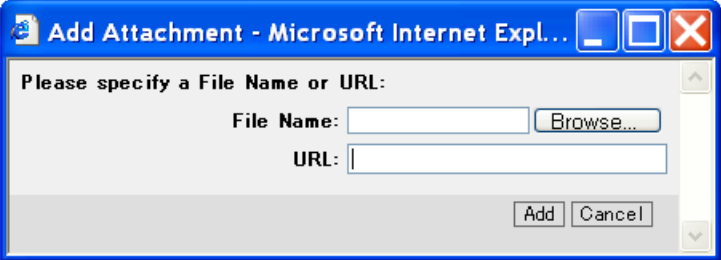
Step 1: Click on **My Service Request**
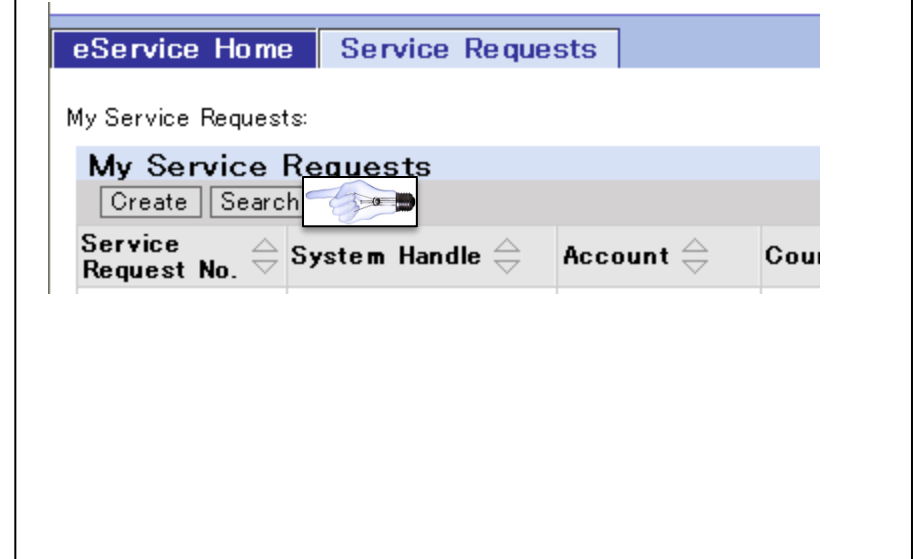
From Service Request Tab

Step 2: Click on **Search**
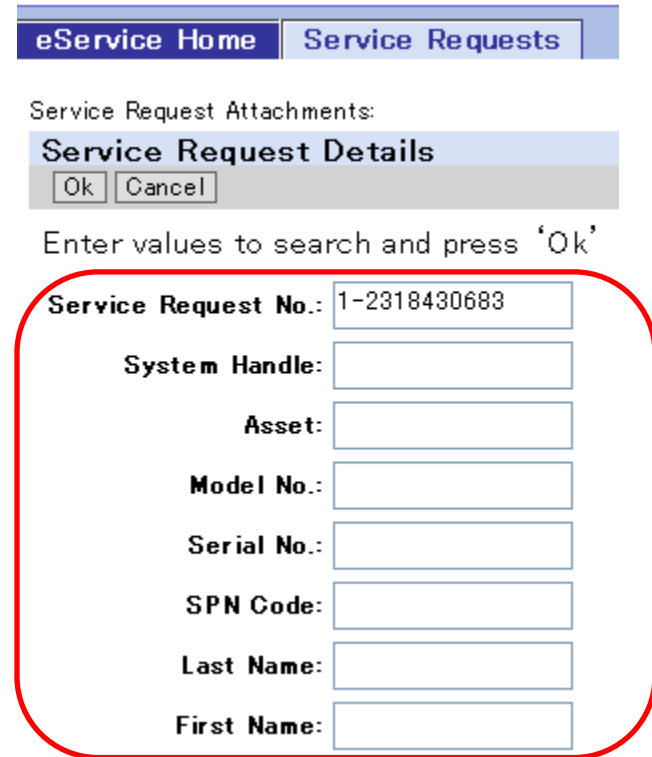
eSMART – How to Search a Service Request

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

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Logging SR for 8x5 SPN - Warning Message

Warning message will be displayed when trying to create an service request in eService for 8x5 SPN's – click on the **Save and Submit** button again and service request is created.

Note: Customers will get response only during normal business hours when a 8x5 SPN is selected.

Forgot My Password

1) Login into eSMART tool https://esmart.tm.agilent.com/esmart

2) Select respective regional email to get help from Agilent customer service – email's listed under the Contact Us Page.

   Note Response to your emails will be received and Acknowledged during Region Normal Business hours

4) Customer Fill in the following details in the email

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

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Frequently Asked Question

How to obtain login credentials for eSMART?

- If Customer has signed 24x7 Contract with Agilent
- Write to your contact centre for obtaining 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 Agilent representative

Can customer account have multiple logins into eSMART?

- Each individuals in a particular account will have separate Login

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Frequently Asked Question- Con't

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 request logged by individuals with particular account will be able to see his/her company service request in eSMART

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Trouble Shooting Tips

Unable to see the eSMART Login Page

1. Check if the correct URL is used
   https://esmart.tm.agilent.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) during normal business hours

Note Customers are encouraged to log into eService for getting prompt response from Agilent Service Engineers.

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Trouble Shooting Tips

eSMART tool Down

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

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

2) Agilent technical support engineer will call back customer and provide necessary help

Note Customers are encouraged to log into eService for getting prompt response from Agilent Service Engineers.

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Contact Us

Region	Email	Toll free #s			
America Region	emt-hstd-support_americas@agilent.com	1-800-829-4444			
Europe Region	testsystem-support-eu@agilent.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@agilent.com	Australia: 1800-225-574			
	China: china-cs@agilent.com	China: 800-810-0189 / +86-21-38507800			
	Hong Kong: china-cs@agilent.com	Hong Kong: 800-938-693			
	India: support_india@agilent.com	India: 1800-11-2626 / 0124-234-2828			
	Korea: cs_korea@agilent.com	Korea: 080-769-0800			
	Malaysia: instruments_services@agilent.com	Malaysia: 800-880-399			
	Singapore: instruments_services@agilent.com	Singapore: 1800-275-0880			
	Taiwan: taiwan-cs@agilent.com	Taiwan: 0800-047-866			

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