

# Siebel eSMART (Siebel eService Management and Request Tool)

## 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 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

# 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

# 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

 **Agilent Technologies** [Contact Us](#)

Home > Agilent Cooperative Support Request

Login Name: \*

Password: \*

Remember me on this computer (What is this?)

[eSMART Customer Training](#)

This is an Agilent Technologies system for cooperative support agreement customers to log a support request. The requestor requires a valid login name, password and an Agilent system handle ID.

Please bookmark this site for quick access: <https://esmart.tm.agilent.com/esmart>

[Privacy Statement](#) | [Terms of Use](#) | [Webmaster](#) | © Agilent 2000-2009

# 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

# eSMART Application – Manual Change Password

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 Application – Home Page

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



The screenshot shows the eService Home page navigation bar with two tabs: "eService Home" and "Service Requests". Below the navigation bar, the text "eService Home:" is displayed. A horizontal line separates this from a box containing the heading "Follow these links to your Service Requests and Assets" and a list of five links: "Create a Service Request", "Service Requests", "My Service Requests", "My Site Service Requests", and "My Company Service Requests". A blue bracket on the right side of the list groups the last four links.

eService Home: **Service Requests**

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**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 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)

eService Home Service Requests

Service Requests:

Review any of your or your company's past or pending service requests, assets. Set and modify y

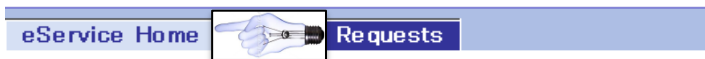
**Service Requests**

- **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.

# eSMART - How to Create Service Request

## From eService Home Tab

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



eService Home:

Follow these links to your Service Requests and As

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

## From Service Request Tab

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

**Step 3: Click on Create button**



# 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

eService Home Service Requests

Create Service Request:

Create Service Request

Save and Submit Cancel

Submit a Service Request. You are eligible for service

Service Request No.: 1-2338267052

System Handle:\* ABC123456

Account:\* Intel Products M Sdn Bhd

Country: Malaysia

Serial No.:

Asset:

Model No.:

SPN Code:

SPN Description:

# eSMART – How to Create a Service Request

**Step 5:** Click on the Serial No. pick up asset

eService Home Service Requests

Create Service Request:

**Create Service Request**

Save and Submit Cancel

Submit a Service Request. You are eligible to

**Service Request No.:** 1-2318430683

**System Handle:\*** ABC123456

**Account:\*** Intel Products M Sdn Bhd

**Country:** Malaysia

**Serial No.:** \*

**Asset:**

**Model No.:**

**SPN Code:**

**SPN Description:**

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

Choose Your Asset - Microsoft Internet Explorer

Search Find Serial No. starting with Go 1 - 10 of 11

Click to select	Serial No.	Asset	Asset Description	Model No.	Model Description	SPN Code	SPN Description
>	ABC123456	26915		E4026 A	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	26917		E4026 AG	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	26917		E4026 AG	Series II 4 Module Testhead	R-9BC-501	8x5 Onsite Support Agreement with Parts Next business day and 8x5 HW Phone Support for ICT System (R-9BC-501)

Record selected

OK Cancel

*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

eService Home | Service Requests

Create Service Request:

**Create Service Request**

Save and Submit | Cancel

Submit a Service Request. You are eligible for service upon verification of service entitlement by Agilent Techn

**Service Request No.:** 1-2318430683

**System Handle:\***

**Account:\*** Intel Products M Sdn Bhd

**Country:** Malaysia

**Serial No.:**  

**Asset:** 4-17826915

**Model No.:** E4026A

**SPN Code:** R-9BW-502

**SPN Description:** 8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)

# 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

The screenshot displays a web form for creating a service request. The fields and their values are as follows:

- Status:** \* Open
- Severity:** Medium (with a dropdown arrow and a hand icon pointing to it)
- Last Name:** \* Meng (with a dropdown arrow and a hand icon pointing to it)
- First Name:** Yee
- Work Phone No.:** (604) 680-7265
- Email:** meng-yee\_chan@agilent.com
- Problem Description:** \* Testing for Training doc creation - Prem 5 Jan2010 (with a hand icon pointing to it)

# eSMART – How to Create a Service Request

## Step 10: Click on Save and Submit Button

### My Service Requests

Save and Submit




A new service request is created and the details are available

eService Home Service Requests

Service Request Attachments:

Service Request Details

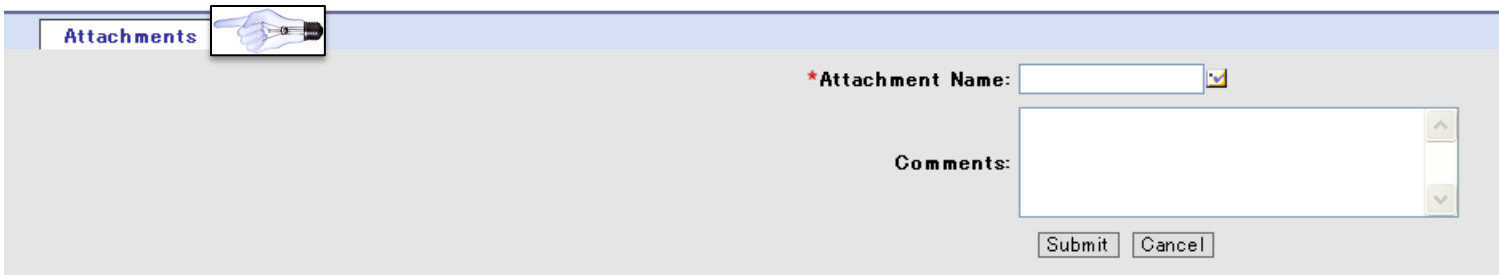
Search

<b>Service Request No.:</b> 1-2318430683		<b>Status:</b>	Open
<b>System Handle:</b> ABC123456		<b>Severity:</b>	Medium
<b>Account:</b> Intel Products M Sdn Bhd		<b>Last Name:</b>	Meng
<b>Country:</b> Malaysia		<b>First Name:</b>	Yee
<b>Asset:</b> 4-17826915		<b>Work Phone No.:</b>	(604) 680-7265
<b>Model No.:</b> E4026A		<b>Email:</b>	meng-yee_chan@agilent.com
<b>Serial No.:</b> ABC123456		<b>Problem Description:</b>	Testing for Training doc creation - Prem 5 Jan2010
<b>SPN Code:</b> R-9BW-502			
<b>SPN Description:</b> 8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)			



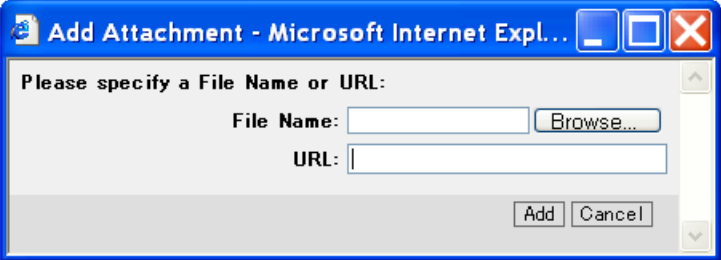
# eSMART – How to add Attachment

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



The screenshot shows a web application interface with a tab labeled "Attachments" and a hand icon pointing to it. Below the tab, there is a form with the following elements:

- A label: **\*Attachment Name:** followed by a text input field and a small dropdown arrow.
- A label: **Comments:** followed by a large text area with scrollbars.
- Two buttons: **Submit** and **Cancel**.



The screenshot shows a dialog box titled "Add Attachment - Microsoft Internet Expl...". The dialog contains the following elements:

- A title bar with standard window controls (minimize, maximize, close).
- A prompt: **Please specify a File Name or URL:**
- A label: **File Name:** followed by a text input field and a **Browse...** button.
- A label: **URL:** followed by a text input field.
- Two buttons: **Add** and **Cancel**.

# eService - How to Search a Service Request

## From eService Home

### Step 1: Click on My Service Request



eService Home Service Requests

Service Requests:

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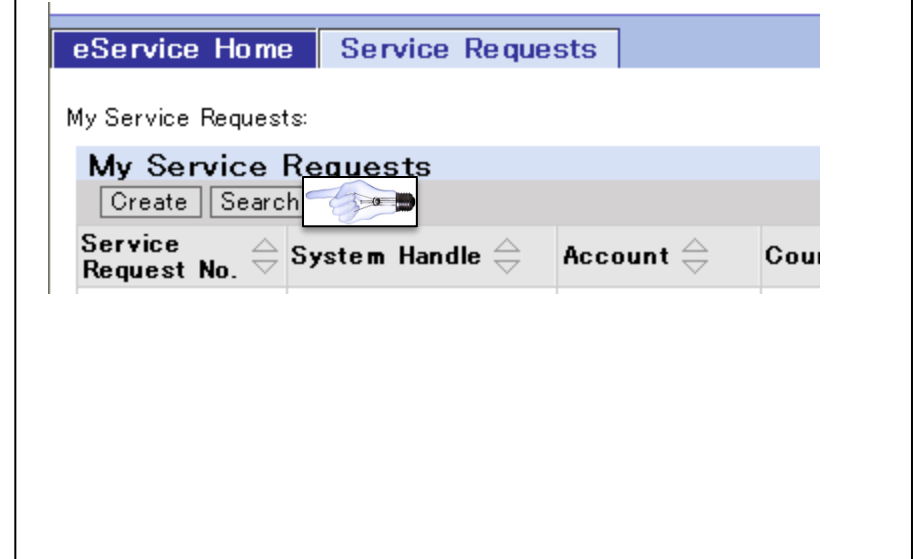
Review any of your or your company's past or pending service requests, assets.

**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.

## From Service Request Tab


### Step 2: Click on Search



eService Home Service Requests

My Service Requests:

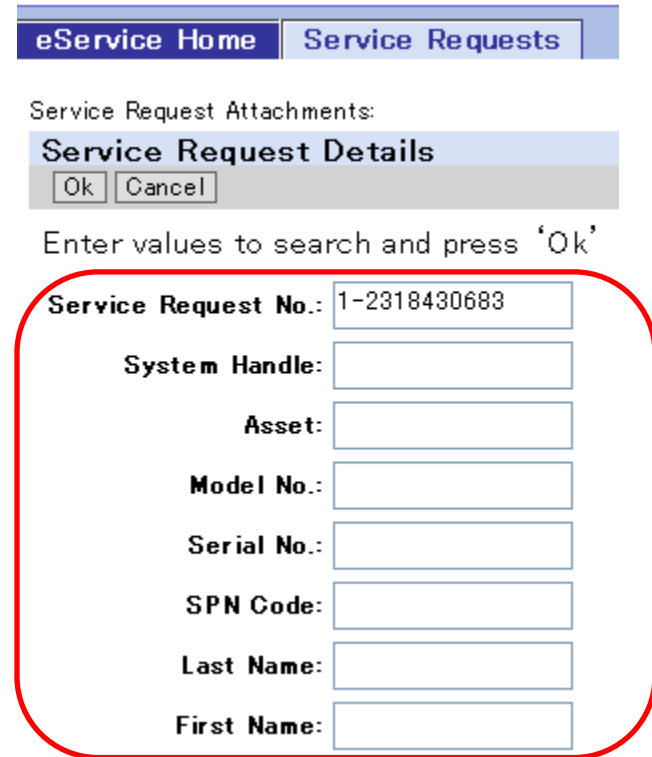
**My Service Requests**

Create Search 

Service Request No.	System Handle	Account	Cou
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# eSMART – How to Search 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 an 'Ok' button and a 'Cancel' button. Below the buttons, there is a prompt: 'Enter values to search and press 'Ok''. The form fields are: 'Service Request No.' (with the value '1-2318430683'), 'System Handle', 'Asset', 'Model No.', 'Serial No.', 'SPN Code', 'Last Name', and 'First Name'. A red rounded rectangle highlights the search form area.

eService Home Service Requests

Service Request Attachments:

**Service Request Details**

Ok Cancel

Enter values to search and press 'Ok'

**Service Request No.:**

**System Handle:**

**Asset:**

**Model No.:**

**Serial No.:**

**SPN Code:**

**Last Name:**

**First Name:**

# 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.

Create Service Request:

## Create Service Request

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



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

Service Request No.: 1-2305541182

Status: \* Open

System Handle: \* 68-INTEL.EMT.3070

Severity: Medium

Account: \* Intel Products M. Sidh. Phd

Last Name: \* Ment

# 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

# 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

# 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

# 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.



# 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.

# Contact Us

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

