

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](#) using the system Handle
- 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

[eSMART Training Guide](#)

This is an Agilent Technologies system for Cooperative Support customers to log a support request. The requestor requires a Login name, password and an Agilent issued System Handle ID.

If you need access to eSMART tool, please use [Contact Us](#) link to send in your request

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

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

Remember me on this computer:

Turn on following settings according to your company IT security policy -- in IE:

- ✓ go to tools>Internet Options
- ✓ Go to Privacy tab
- ✓ Click on Advanced
- ✓ Check "Override automatic cookie handling"
- ✓ Check "Always allow session cookies"

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

Password must:

- ✓ Be 8 or more characters long.
- ✓ Contain at least two alphabetical characters
- ✓ Contain at least one non-alphabetical character
- ✓ Be different from the previous password.

Password must not:

- ✓ Be found in a common dictionary search, when any leading or trailing non-alphabetic characters in the password are omitted.
- ✓ Match any re-combination using all characters in the user's account/ login name.
- ✓ Match any forward or backward spelling of the user's real first, middle, or last name or be a common keyboard sequence such as 4321abcd.
- ✓ Password must not equal username.
- ✓ Be the reverse of a common word or name on operating systems and applications that can programmatically check for word/name reversals.
- ✓ A user must not use the same password for business and non-business purposes.

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

OK

Reset

eSMART Application – Home Page

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



eSMART Application - Service Request Tab

At the Service Requests Tab – There are 4 selections available:

- **Create a Service Request** : This is the direct link to Create a new Service Request
- **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)



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](#)

Step 2: Click on **Create** Button



eSMART – How to Create a Service Request

Step 3: Key in the system handle to pull the necessary accounts details

Note: Red Star denotes that the Field is Mandatory

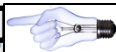
[eService Home](#) [Service Requests](#)

Create Service Request:

Create Service Request


Submit a Service Request. You are eligible for service

Service Request No.: 1-2338267052

System Handle:* 

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 4: Click on the Serial No. pick applet

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 5: Choose the appropriate serial no. listed and click OK

Choose Your Asset - Microsoft Internet Explorer

ABC123456	N1134A	System Reference Number for Control Cards	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)
ABC123456	E4000A	HybridPlus-DD6 Pin Card - Remarketed Only	R-9BW-502	8x5 Cooperative Support Agreement, with Parts Next business day and 24x7 HW Phone Support for ICT System (R-9BW-502)
ABC123456	E4026A	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	E4026AG	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)

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

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 Log 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: 

Last Name:* Meng 

First Name: Yee

Work Phone No.: (604) 680-7265

Email: prem_kumar@agilent.com

Problem Description:* 

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:

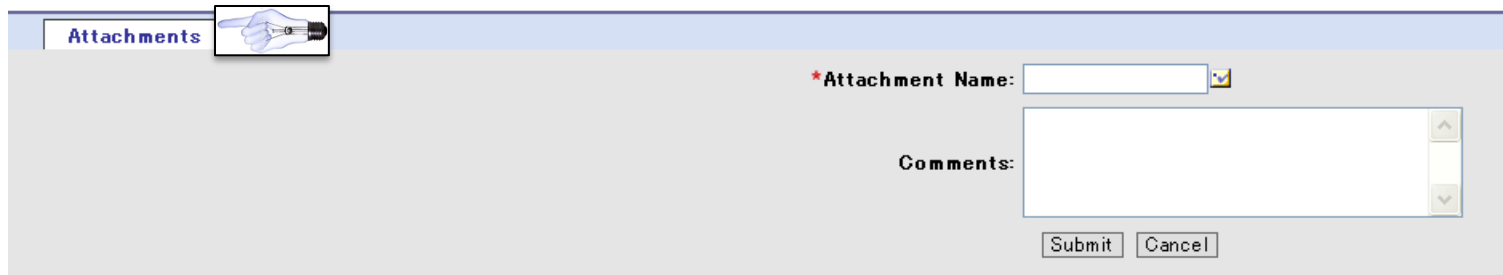
Service Request Details

Search

Service Request No.: 1-2318430683		Status:	Open
System Handle: ABC123456		Severity:	Medium
Account: Intel Products M Sdn Bhd		Last Name:	Meng
Country: Malaysia		First Name:	Yee
Asset: 4-17826915		Work Phone No.:	(604) 680-7265
Model No.: E4026A		Email:	meng-yee_chan@agilent.com
Serial No.: ABC123456		Problem Description:	Testing for Training doc creation - Prem 5 Jan2010
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)			

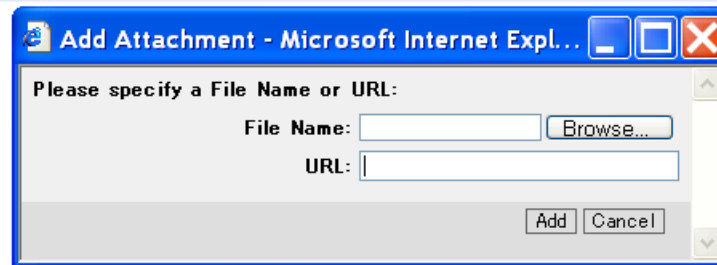
eSMART – How to add Attachment

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 fields:

- *Attachment Name:
- Comments:
- Submit Cancel



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

- Please specify a File Name or URL:
- File Name:
- URL:
- Add Cancel

eService - How to Search a Service Request

From eService Home

Step 1: Click on My Service Request



eService Home Service Requests

Service Requests:

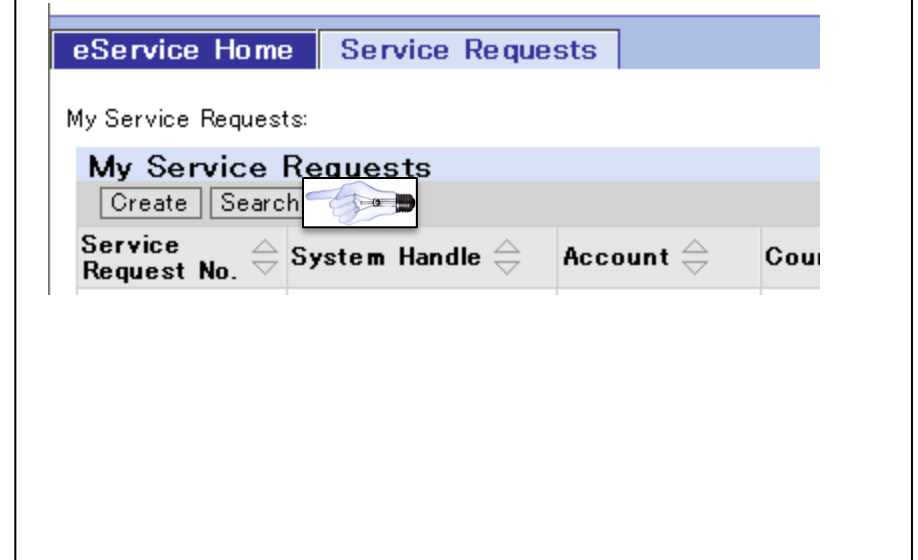
Review any of your or your company's past or pending service requests, assets.

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:

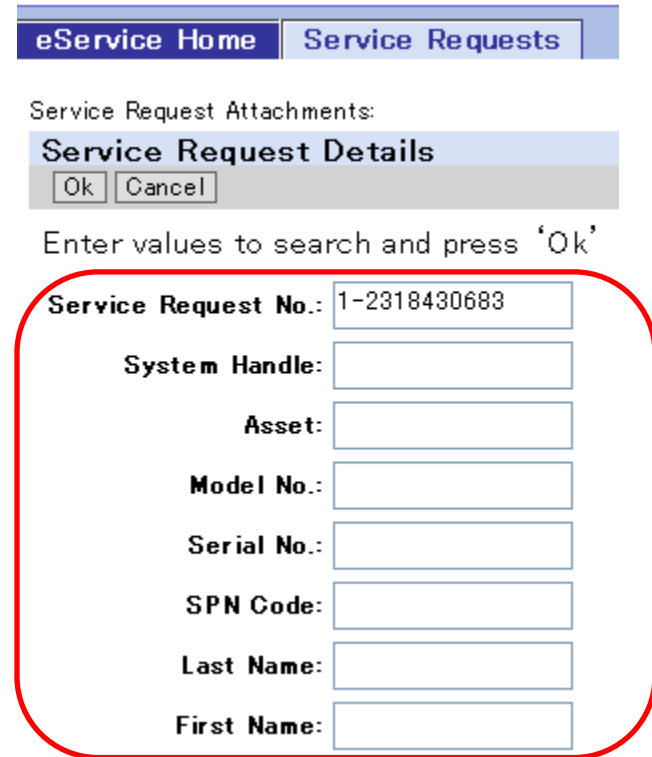
My Service Requests

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

Frequently Asked Question

How to obtain login credentials for eSMART?

- If Customer has signed 24x7 Contract with Agilent, Customer would have received the login credentials.
- If you did not receive use the [Contact Us](#) 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 – Response will be received by customer only 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 eSMART for getting prompt response from Agilent Service Engineers.

Forgot My Password / New Request

- 1) Login into eSMART tool <https://esmart.tm.agilent.com/esmart>
- 2) Customer Fill in the following details in an email
 - a. System Handle or System Serial #
 - b. Company Name
 - c. First Name
 - d. Last Name
 - e. Contact Tel #
 - f. Customer Email Address
- 3) Select respective regional email node 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

Contact Us

Note: To request New User Logon or Forgot Password – [see page 25](#)

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, / 400-810-0189	
	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	

Thank You