



INFRONT SERVICE DESK

Customer Service Portal user guide

Table of Contents

Customer Service Portal.....	2
Introduction	2
Hosting.....	2
Access.....	2
Login.....	3
Forgot your password	3
User profile	3
Tickets	5
Overview	5
Creating a new case	6
Accessing the case details.....	7
Updating an existing case	7
Closing or cancelling a case.....	8
Priorities.....	8
Customer Service Portal access	9
Infront Customer Service Portal – Access Request.....	10

Customer Service Portal

Introduction

We want you to experience a more effective customer service by making it simpler for you to get the right support. Your new Customer Service Portal will help you to get the resources, advice and support you need even more quickly and easily.

Hosting

The Customer Service Portal is a hosted application. All the required infrastructure is hosted and maintained by Infront so you need not concern yourself with installation, upgrades, maintenance, etc... of any kind.

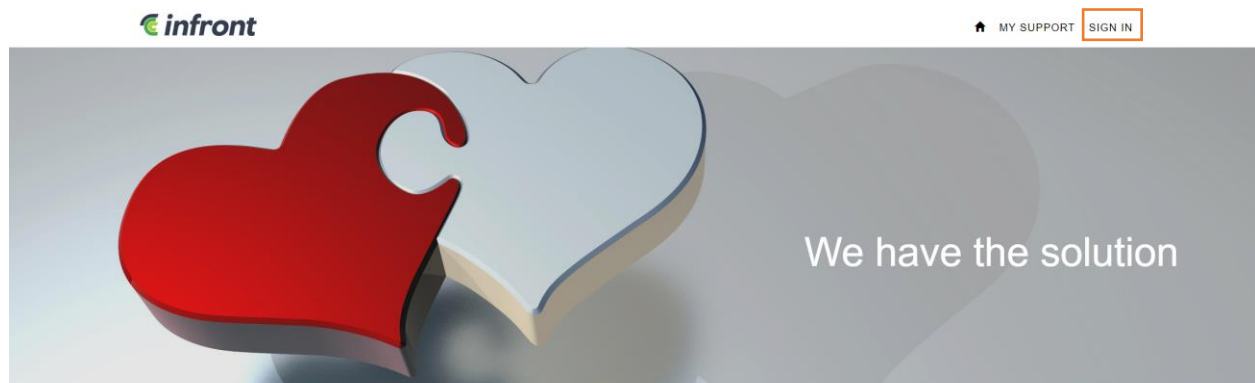
Access

The only requirements to access the Customer Service Portal are

- A working internet connection
- An up-to-date version of your internet browser of choice (Edge, Firefox, Chrome,...)
- An active account (see [boarding](#))

Direct your browser to <https://servicedesk.infront.be> and you will be taken to the home screen.

At the top right of the page you can sign in.



Login

Sign in with a local account

* Username

* Password

Remember me?

Fill in your details (Username and password) and press the 'Sign In' button.

You will be directed to the homepage, where you can create tickets or search for previous created tickets.

In case your Login attempt fails, you will see an error notice. Verify whether you have correctly entered your details and try again. If you still

- Password is a required field.
- The user name "" isn't valid. A user name can only contain letters or numbers.

cannot login, contact the support team at servicedesk@infront.be.

When successfully logged in, you will be redirected to the home page. Instead of the 'sign in' option, you will see that your username has appeared.

Forgot your password

In case you have forgotten your password, you can reset it by clicking 'forgot your password'. You'll be redirected to another screen where you can enter your e-mail address.

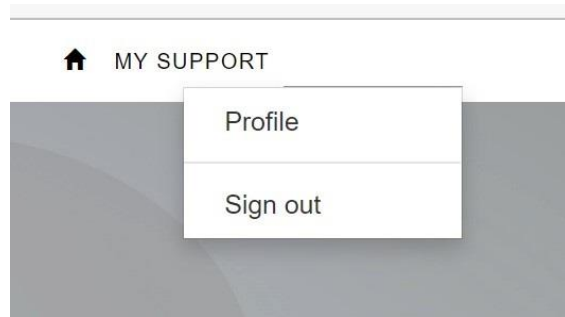
Forgot your password?

* Email

Enter your email address to request a password reset.

User profile

You can add extra information to your profile or change the information.



In here you can update your E-mail (on this mail address you will receive confirmation mails or notifications for updates).

Be aware! If you want to receive notifications you should always check the Email box in the contact form:

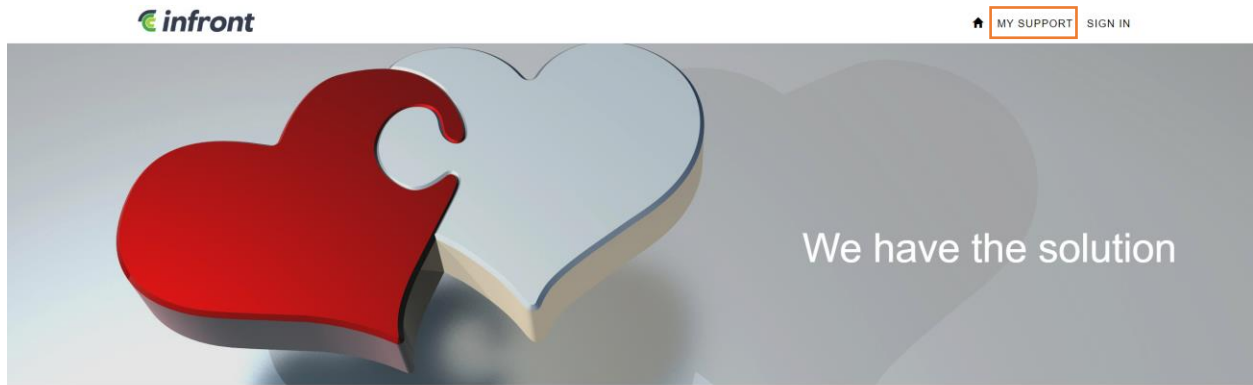
How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail





Tickets

Overview

To follow up on tickets, you'll need to go to 'my support'



USE OUR PORTAL

 Create ticket Create a new ticket. Our technical staff will contact you as soon as possible. → Open a new ticket	 Follow up cases Manage current cases, view older cases and communicate with our experts. → Go to my support	 My profile Manage your data for better communication. → View my profile	 Read the manual Everything about our portal and how to log and manage your tickets, you can find in the link below. → Download the manual
--	---	---	---

The ticket list view opens:

OPEN TICKETS

P1	0	New	0
P2	1	In progress	2
P3	0	Waiting for customer	1
P4	2	Completed to be tested	0
		On hold	0
Total			3

[My Open Cases](#) [Download](#) [Open a New Case](#)

Case Number	Case Title	Priority	Category	Contact	Status Reason	Created On ↓
CAS-05128-V6R0R8		P4	Incident		Waiting for Customer	1/2/2023 5:09 PM
CAS-03833-T4H9Y5		P4	Incident		In Progress	1/18/2022 9:19 AM
CAS-03790-P5Y9V3		P2	Incident		In Progress	1/5/2022 11:30 AM

- **My Open Cases Filter:** By default, the open cases are displayed. You can access your old/ closed cases by changing the filter option.
- **Search option:** If you want to search in your previously created tickets, you can use the search bar just above the overview. Try searching on the ticket number, or the name (you can use the asterix (*) as a wildcard).
- **Download option:** Click here to make an Excel export from your selected tickets.

Creating a new case

You can register a new ticket via the 'Open a New Case' button.

Open a New Case

OPEN A NEW CASE

Title *

Customer *

 ✕ 🔍

Contact

 🔍

Category *

 ▾

Priority *

 ▾

Description *

[Bijlage toevoegen](#)

Sleep de bijlage naar hier om toe te voegen

Submit

Cancel

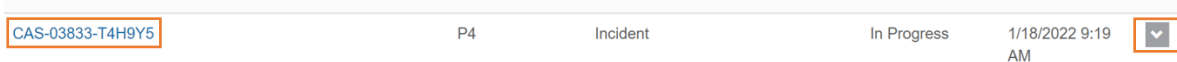
To successfully create a new case you will need to fill in all required fields. These are the title, category (is it an incident, a change request or do you have a question?) and the priority (P1-P4)¹. Customer and contact fields are already filled in based on your account. The description field can be used to clearly state the incident, question or change request.

You can also add an attachment (error log, print screens, ...). This speeds up the process of resolving an issue.

When you are done with your input, click on 'submit' to finalize the case. You'll be redirected to the overview, get a success message and your newly created case is visible in the overview.

Accessing the case details

You can reach the ticket details by clicking on the case number or the 'arrow' button at the right.

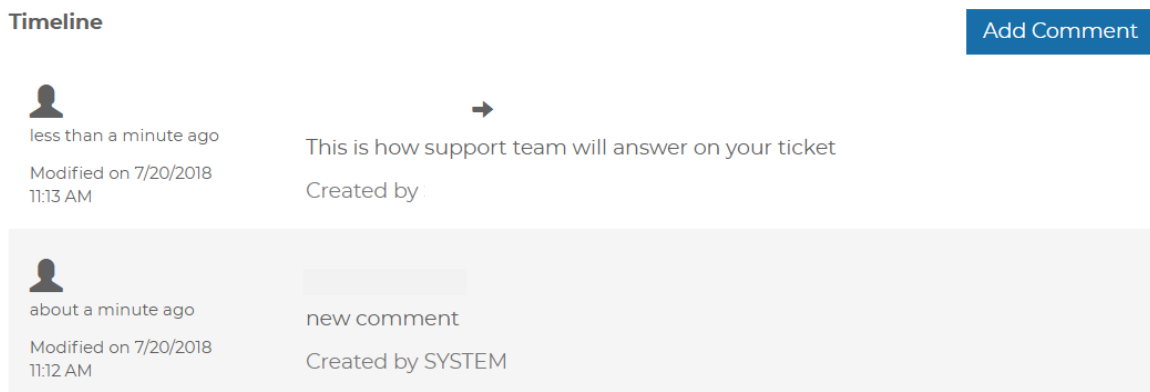


Updating an existing case

You can update the category (incident, question or change request), modify the priority or add a comment. After changing the category or the priority, you should click on the update button.



Via 'add comment' button, you can add new information to the case. If you want to add new attachments to the case, you should add a comment with it. After creating the comment by clicking 'submit', this will be visible in the timeline. You will not need to click on the update button to confirm the comment. This will be added to the case after submitting



¹ See 'Priorities'

Closing or cancelling a case

When your issue has been resolved or your question has been answered, you can close the case. Cancelling a case can be used for cases that are resolved internally or when the issue does not occur anymore. In both cases (closed or cancelled) your case will be visible in the 'closed cases' view.



Priorities

P1	Highest priority	Reaction time should be less than 4 hours.
P2	High priority	Reaction time should be less than 1 day.
P3	Normal priority	Reaction time should be less than 3 days.
P4	Low priority	Reaction time should be less than 5 days.

Remark : reaction times depend on the details of your support contract. Customers without a support contract, or without the ability to set priorities, will find themselves in a situation where all priorities are always defaulted to P4.

Customer Service Portal access

Customer access to the portal is arranged by the Infront Service Desk, primarily throughout the project go-live phase. At any time, you can request access for additional users via the document below.

Infront Customer Service Portal – Access Request

Customer name	User name	User email	User phone	User function

Customer Service Portal access conditions

- Customer accepts the information entered in the portal is available to all Infront support employees. Usage of the information is limited to resolving tickets and building statistics.
- Tickets are visible by all portal users of the customer.
- Emails sent by the customer to Infront personnel will be converted to tickets by Infront support engineers. They follow the same flow & conditions as tickets entered by the customer.
- Customer accepts all tickets entered in the portal will be handled by Infront support engineers. This handling will be invoiced to the customer taking into account the agreed rates. Invoicing is done on monthly base. Invoices are to be paid according to the billing conditions marked on the invoice.
- In case the Customer Service Portal users change, Infront is to be notified as soon as possible. Infront cannot be held responsible for unprocessed changes in the portal user list of the customer, unless Infront was notified 5 working days before the change is to occur.
- Portal tickets are picked up according to the service levels in the customer support contract. Support contract conditions prevail over the conditions in this document.
- By requesting access to the Customer Service Portal, you accept the conditions of the Cronos Data Processing Agreement that has been defined in order to assure GDPR compliance. Data exchanged through the Customer Service Portal can be preserved as long as invoicing details are to be maintained by law. Emails sent to Infront Service Desk will be converted to tickets and handled as such.

This document is to be completed, signed & submitted to Infront. This can be done by registering a ticket on the Customer Service Portal or sending a mail to servicedesk@infront.be. Login credentials will be delivered within 5 working days.

Name	Role	Date	Signature